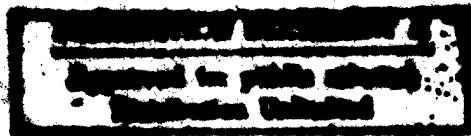


013148

JPRS 82166

4 November 1982



# USSR Report

CONSUMER GOODS AND DOMESTIC TRADE

No. 45

19980825 133



FOREIGN BROADCAST INFORMATION SERVICE

REPRODUCED BY  
NATIONAL TECHNICAL  
INFORMATION SERVICE  
U.S. DEPARTMENT OF COMMERCE  
SPRINGFIELD, VA. 22161

9  
71  
A04

JPRS 82166

4 November 1982

# USSR Report

CONSUMER GOODS AND DOMESTIC TRADE

No. 45



FOREIGN BROADCAST INFORMATION SERVICE

4 November 1982

# USSR REPORT

## CONSUMER GOODS AND DOMESTIC TRADE

No. 45

### CONTENTS

#### CONSUMER GOODS PRODUCTION AND DISTRIBUTION

Problems, Progress in Kirghiz Consumer Goods Output Viewed (T. Usubaliyev; SOVETSKAYA KIRGIZIYA, 13 Aug 82) .....	1
Steps Underway in RSFSR To Supply Public Catering With More Prepared Food (F. Marchuk; SOVETSKAYA TORGOVLYA, 9 Sep 82) .....	7
Wider Introduction of Efficient Types of Trade Urged (V. Nikolayeva; SOVETSKAYA TORGOVLYA, 31 Aug 82) .....	11
Delays in Introducing Fruit Processing Methods Criticized (V. Sukhachevskiy; IZVESTIYA, 15 Sep 82) .....	14
Lack of Standardization in Domestic Appliances Makes Repair Costly (K. Vinogradov; EKONOMICHESKAYA GAZETA, Aug 82) .....	19
Shortage of Spare Parts for Television, Radios Lamented (S. Kifunov; TRUD, 2 Jul 82) .....	22
Kiev Center Tests Electrical Home Appliances, Machines (S. Tsikora; IZVESTIYA, 12 Jul 82) .....	25
New Chernogorsk Synthetic Leather Plant Producing Unneeded Materials (I. Polishchuk, S. Sadoshenko; SOTSIALISTICHESKAYA INDUSTRIYA, 5 Aug 82) .....	29

#### HOUSING AND PERSONAL SERVICES

Improving Consumer Services in AzSSR (V. Novruzov; VYSHKA, 24 Jun 82) .....	33
--	----

Moscow Construction Workers Building Projects for Food Program (STROITEL'STVO I ARKHITEKTURA MOSKVY, Aug 82) .....	38
Northern Rayon Criticized for Support of Medical Services (Ye. Goloshumov; SOVETSKAYA ROSSIYA, 4 Sep 82) .....	41
Questions on Rules of Granting Vacation Answered (Zheludkov; SOVETSKAYA ROSSIYA, 11 Jul 82) .....	44
Integrated Rural Housing Construction Being Expanded (G. P. Pavlov; EKONOMICHESKAYA GAZETA, Aug 82) .....	46
Housing, Heating Systems in Ukraine Being Readied for Winter (Yu. Pustovarov; PRAVDA UKRAINY, 27 Aug 82) .....	51
New Citizens' Structure Insurance Rules Explained (P. Lyashkevich; SOVETSKAYA BELORUSSIYA, 30 Jul 82) ...	53
New Conditions of Compulsory Insurance of Citizens' Structures (L. K. Nikitenkov; FINANSY SSSR, Jun 82) .....	55
Housing Administration Problems Discussed (S. Legornev, M. Rachevskaya; PRAVDA, 8 Aug 82) .....	60
Shortage of Cafeterias in Vologda (S. Ryabinin; SOVETSKAYA TORGOVLYA, 15 Jul 82) .....	64

## CONSUMER GOODS PRODUCTION AND DISTRIBUTION

### PROBLEMS, PROGRESS IN KIRGHIZ CONSUMER GOODS OUTPUT VIEWED

Frunze SOVETSKAYA KIRGIZIYA in Russian 13 Aug 82 p 2

[Article by T. Usubaliyev, first secretary of the Central Committee of the Kirghiz Communist Party: "A Prime Party Concern"]

[Text] Today, like the entire nation, Soviet Kirghizia is preparing for the 60th anniversary of the formation of the USSR. The republic workers are endeavoring to carry out the increased obligations adopted in honor of the great holiday of friendship among peoples and are working with a creative upsurge and maximum endeavor.

On the threshold of the jubilee of the world's first socialist state, all the republics have set the labor watch and everywhere each worker collective has set the goal of working efficiently and raising labor productivity. This reaffirms the truth and profundity of the words voiced by L. I. Brezhnev at the ceremony in Tashkent: "Internationalism under the conditions of our multinational nation is primarily the honest, conscientious and full-giving labor of all the nation's peoples for the common good."

The years of the recent five-year plans have made marked changes in the life of the republic. Its industrial potential has grown stronger and agriculture has undergone further development. Being guided by the socioeconomic program for developing Soviet society, the Kirghiz Communist Party [KiCP] has consistently adapted the republic economy to the diverse tasks related to increasing the standard of living of the workers. Of enormous significance in further raising the prosperity of the people is broadening the production and improving the quality of consumer goods and developing the service sphere.

The republic has done a good deal to increase the output of consumer goods. In the 10th Five-Year Plan and in the first year of the 11th Five-Year Plan alone, capital investments for the development of enterprises in the light, food, meat and dairy and consumer service industries were around 300 million rubles.

Large modern enterprises have gone into operation including the Tokmak Worsted Thread Mill, a leather raw materials plant and production has been expanded at the Frunze Garment Mills imeni VLKSM and 1 May, the Weaving Mill imeni 8 Mart and the Osh Silk Combine. New capacity has been completed for producing furniture as well as cultural, service and household goods.

A range of measures to expand and modernize the production facilities in the group B sectors has provided an opportunity to increase the output of articles in mass demand. Thus, during the last five-year plan, the republic produced 5.9 billion rubles of consumer goods.

On the republic store shelves many goods have appeared with the mark of Kirkhiz enterprises and meeting the demand of the purchasers. Over the last five-year plan, the republic population acquired 11 billion rubles of various commodities. This was almost 3 billion more than in the 9th Five-Year Plan. The volume of commodity turnover doubled over 15 years.

The planned increase in the production of goods and the increased solvent demand of the republic's inhabitants have required a strengthening and broadening of the physical plant of trade. Over the years of the 10th Five-Year Plan new stores have been completed in the towns and villages and their floor space is 115,000 m<sup>2</sup>; dining rooms, restaurants and cafes with more than 50,000 places have been built. During the 10th Five-Year Plan, such modern trade centers and stores as Issyk-Kul', Kerme-Too, Kyl'kayyr and Aydin-Kol and the Manas Food Center appeared on the Trade Map of the republic. The capacity of refrigeration facilities, vegetable storage and the wholesale depots have been increased.

The development of the physical plant of trade and the introduction of modern production methods have undoubtedly helped to improve the quality of work and to raise the level of services. However, much in improving the work of the trade enterprises depends upon those who work here and who are employed in an important and essential job of serving the Soviet people. This is why at present the closest attention has been given to improving the activities of the primary party organizations in the sector and to strengthening the vanguard role of the communists in trade. At present, republic trade employs around 4,000 communists. Proceeding from the tasks posed by the 26th CPSU Congress, the party organizations in this important sphere of the republic economy are indoctrinating the personnel in a spirit of a respectful attitude for the concerns of the workers and are disseminating the experience of the leading collectives and best workers. The communists of the sector see their task in creating a situation of intolerance for those who are light fingered at work as well as in eradicating negative phenomena. This work is being carried out everywhere and its results are very tangible. It is essential to remember that a principled assessment of any violation or abuse and strictness against those who tolerate this are of important significance also in indoctrinating the younger generation of trade workers. At present, trade employs 36,000 young men and women. During the years of the last five-year plan alone, almost 12,000 young workers were sent here under Komsomol assignment. Everything must be done so that none of them becomes disappointed in his chosen profession and each person becomes a highly professional and honest worker.

"Concrete concern for the concrete person, his needs and requirements is the be-all and end-all of the party's economic policy," commented Comrade L. I. Brezhnev at the 26th CPSU Congress. "I recall this to reemphasize the simple but very important notion that the production of goods for the public and the development of the service sphere are a prime party concern."

The republic communists have accepted these instructions precisely as a "prime party concern" as well.

More than 6 months ago, the CPSU Central Committee adopted the decree "On the Work of the Kirghiz Party Organizations in the Area of Expanding the Production and Improving the Quality of Consumer Goods and the Service Sphere."

Since the very first days after the promulgation of this important decree, the KiCP Central Committee has undertaken great work. The republic party and economic aktiv met and open party meetings were held in all the labor collectives of the enterprises producing consumer goods.

In January of this year, the questions of broadening the production and improving the quality of consumer goods were reviewed at a plenum of the KiCP Central Committee. Also participating in its work were responsible workers from certain Union ministries and departments the enterprises of which are located on republic territory.

At the plenum there was a professional-like and thorough discussion of the ways to overcome the still existing shortcomings in the production of goods in mass demand and a comprehensive program was adopted to increase the production and improve the quality of consumer goods produced in Kirghizia.

What are the main ways for carrying out the program outlined by the plenum? These are primarily the building and prompt completion of new enterprises outfitted with modern production methods and equipment, the reconstruction of existing plants, factories and shops. In addition there is the maximum use of production wastes and local raw material resources, disseminating the experience of the pacesetters and improving the organization of the socialist competition. The plenum decision aims the republic planning bodies and the leaders of the ministries, industrial enterprises and associations at working seriously on seeking out reserves and making maximum use of the existing production capacity and raw materials.

Let me give specific examples. As is known, Kirghizia does not produce metal, but rather obtains it under subcontracting arrangements from other republics. Each year there are around 15,000 tons of scrap metal. Of this enormous amount of scrap, just 50 tons have been employed for producing consumer goods. In the woodworking industry more than 10,000 m<sup>3</sup> of chip and sawdust were dumped out. There were also high losses in the preparation and storage of leather and fur materials.

At present, special shops and sections have been organized at the light and local industry enterprises where all the designated wastes are employed and utilized as an important reserve for producing an additional amount of goods. From the raw materials which recently were discarded today trade is receiving various consumer goods worth scores of millions of rubles.

Kirghizia is rich in masonry stone, marble, granite, gypsum and ceramic clay. A large portion of these materials is used, but also much remains as waste. It must be directly stated that these riches which are literally beneath our

feet began to be utilized comparatively recently. But we can already see the results of an enterprising attitude toward the local resources. Work has been completed in using local dolomite to replace the chalk shipped in from Belgorod Oblast for making glass packaging and household chemical items; production has been started on ceramic vessels made from clays found in the republic. The complete conversion to local raw materials will make it possible to abandon the shipping in of 2,000 tons of chalk from Krivoy Rog and Tajikistan. Scientists from the Kirghiz Academy of Sciences have joined in the work to seek out the possibilities for replacing imported raw materials with local ones.

In museums and in some villages one can encounter the traditional national household articles, decorations and artifacts which over the centuries created the unique appearance of popular life. The simplicity and refinement of their execution evoke sincere amazement. In order not to lose the talents and not to break the link between generations, at one time the republic set up an association of artistic trades called Kyyal. It must be said that items produced by this association were in great demand among customers. The KiCP Central Committee and the Kirghiz Council of Ministers adopted a decree to hold a competitive review of folk handicraft articles devoted to the 60th anniversary of the formation of the USSR. A broad range of measures was outlined the realization of which would provide a new impetus to the development of folk crafts.

We also see a significant reserve for increasing the output of vital necessities in employing work done at home. To be honest, until recently the republic devoted little attention to this question. Now the republic has organized the Emgik Association where the work of home producers is employed. The KiCP Central Committee has recommended that the local party and Soviet bodies, the leaders of ministries and departments carefully study the possibilities for broadening simpler production in the towns and population points and register those persons who would like to work at home, determine what skills they have and what is needed to organize their labor.

The results of the measures carried out, as is said, are apparent to all. For example, in Przhevalsk, stampers, tailors and woodworkers are successfully at work. In Talas Oblast, home workers are producing national types of clothing, spreads and tablecloths totaling more than 100,000 rubles.

Many Union-level enterprises are located on Kirghiz territory. It must be said that until recently they were little concerned with producing consumer goods. After the plenum of the KiCP Central Committee, the leaders of many of them noticeably changed their attitude toward consumer goods and began to pay more attention to the "second profession" of their enterprises. As a result, consumer goods output here has increased, the assortment has broadened and quality has improved.

But, unfortunately, not all of the Union-level enterprises have been up to the level of those tasks which the decree posed for them. And this has happened not because the leadership of these enterprises does not understand the urgent need for increasing consumer goods production, but because the ministries do not provide proper support.



The USSR Ministry of Electrical Equipment Industry, although planning for an increase in the output of consumer goods at a number of its enterprises, has not allocated the material resources for carrying out the plans set for the 5 years. The same thing can be said about the Kirgizavtomash [Kirghiz Automotive] Association of the USSR Ministry of Automotive Industry. Here the output of consumer goods has declined by 4-fold and continues to remain on the same low level. Such an approach cannot be styled a state one.

It must be said that trade has not always strongly defended the interests of the customers, and often follows the lead of industry, being satisfied merely with what is delivered. An insufficiently profound study of demand leads to a situation where often the trade organizations make their orders "by sight" without an economic study. Recently virtually all conferences mentioned the shortage of irons. Many enterprises began to produce them. To what did this lead? More than enough irons have appeared in the republic, but many other articles are not on the shelves. And no one is held responsible for the oversight in the order or the unsoundness of the approved production plans.

In order to avoid such duplication in the output of consumer goods, in the capital of Kirghizia, at the Exhibit of National Economic Achievements a new pavilion has been opened for "Consumer Goods" where around 5,000 exhibits are on view.

One can think with pride about our accomplishments. A republic which at one time shipped in everything down to the last nail presently produces complex radio equipment and elegant clothing, Kirghiz souvenirs, fabrics of all possible colors, furniture, washing machines and so forth. However, the pavilion which has been opened will not only show our accomplishments. Here work is to be concentrated in the area of coordinating production and seeking out reserves for broadening the output of mass consumer goods.

The comprehensive specific program worked out in Kirghizia on the basis of the counterplans of the enterprises, ministries and departments to increase the output, expand the assortment and improve the quality of consumer goods intends to bring their production over the 5 years up to 7.6 billion rubles. The output of commodities in the B group will increase by 29.5 percent instead of 19.8 percent which was previously planned. In particular, in addition to the quota the republic will produce 34 million m<sup>2</sup> of cotton cloth and almost a million m<sup>2</sup> of silk fabrics, 400,000 pairs of leather footwear and 13 million rubles worth of garments.

We are aware that this important work which should run for years requires the mobilizing of efforts by all the republic workers. For coordinating the activities of the party, soviet and trade union bodies in the area of supervising the production and expanding the assortment of consumer goods, the republic has set up a commission under the KiCP Central Committee. The range of questions which it surveys is broad and diverse. Here they will hear on the work of the gosplan the ministries and departments, the party and soviet bodies in the area of carrying out the planned program and they will examine each instance of a lag or breakdown.

The party organizations and the production collectives which produce consumer goods are well aware that in the great and important work of raising the prosperity of the people as outlined by the historic decisions of the 26th CPSU Congress it is essential to be concerned with the high end results, without being satisfied by individual intermediate successes. I feel that we have every reason to believe that in the near future the mark "Made in Kirghizia" could become a standard of quality and be recognized throughout the nation.

10272

CSO: 1827/169

## CONSUMER GOODS PRODUCTION AND DISTRIBUTION

### STEPS UNDERWAY IN RSFSR TO SUPPLY PUBLIC CATERING WITH MORE PREPARED FOOD

Moscow SOVETSKAYA TORGOVLYA in Russian 9 Sep 82 p 2

[Article by F. Marchuk, deputy RSFSR minister of trade under the rubric "Industrialization of Public Catering": The 100 Followers of Pervouralsk"]

[Text] In the Russian Federation the know-how of the Pervouralsk Dining Hall Trust is finding broad application.

The state trade system of the Russian Federation now has more than 22,000 public catering enterprises which employ 1.2 million people. These enterprises can serve 8 million customers at one time. In our republic today one out of two inhabitants uses the services of the public catering system. In 1982 commodity turnover will increase 23.9 percent in comparison with the second year of the 10th Five-Year Plan, while production of our own output will increase 25.5 percent.

Although these are substantial results, we must admit that the level attained by the sector today still does not meet all the high requirements which the party demands of us.

Until recently public catering developed chiefly by quantitative growth in number of enterprises, small culinary shops, and service personnel. But today, as in other sectors of the national economy, a decisive transition must be made to intensive methods of management with a rise in the efficiency of the sector. There is just one way to do this: a determined and rapid transition to industrial methods of preparing food, to comprehensive supply of all semifinished products with a high degree of preparation, and to limiting the production process at most enterprises to final preparation operations.

The timeliness and urgency of these measures is also dictated by the resolutions of the May 1982 Plenum of the CPSU Central Committee and the Food Program approved by it. They demand rational and economical use of food in public catering and the introduction of no-waste technology, which in our sector is possible only with a transition to centralized manufacture of semifinished products.

Without a transition to industrial methods of preparing food the problem of staffing the sector with employees in the common occupations cannot be solved either.

In the public catering system of RSFSR state trade today about 27,000 enterprises with room for 2.6 million customers have been transferred to progressive technology, which is twice as many as at the start of the 10th Five-Year Plan. In Rostov, Kuybyshev, Kamchatka, and Sakhalin oblasts and the Komi ASSR every other enterprise is fully supplied with semifinished products, which has already had a significant impact. For example, in Kuybyshev, Kamchatka, and Sakhalin oblasts the growth rate of labor productivity is twice as high as for the republic as a whole. In Sakhalin Oblast the network of public catering enterprises grew 10.5 percent in the last five-year plan, and this occurred with an overall decrease of 2.1 percent in number of production employees.

In the last 6.5 years two-thirds of all growth in commodity turnover in the republic has been obtained by introducing progressive methods of preparing food and 14,000 cooks and confectionary workers have been freed for other jobs.

Nonetheless, the level attained cannot be considered satisfactory and the rate of industrialization is still inadequate. In the republic as a whole only one-third of the public catering enterprises have been converted to comprehensive supply of semifinished products. Only 35 percent of the industrial enterprises with more than 10,000 employees in RSFSR territory have preparatory factories and dining halls. There are still many small culinary shops where expensive, highly productive equipment is used just 2-3 hours a day.

The experience of converting this sector within the city of Pervouralsk (Sverdlovsk Oblast) to comprehensive supply of all semifinished products with a high degree of preparation was supposed to be an important step in industrialization of public catering and a spur to accelerating it.

This reorganization was carried out there chiefly by reconstruction of existing public catering enterprises with the help of the Novotrubnyy Plant and concentrating equipment in preparatory shops without construction of preparatory factories and the use of significant capital investment. This indicates that it is possible to repeat the Pervouralsk experience on a broad scale.

Naturally, the RSFSR Ministry of Trade is giving close attention to disseminating this experience in all the autonomous republics, krays, and oblasts of Russia.

At first it was expected that public catering would be fully converted to industrial methods of food preparation in 55 cities of the RSFSR during the 11th Five-Year Plan. But after carefully studying our capabilities once again, we decided to increase the number to 100. Sverdlovsk Oblast, which was the pioneer in this matter, has 10 of them.

But what effect should the reorganization bring? In the five years 8,000 units of production equipment will be freed, along with about 40,000 square meters of production area; significant labor resources will be saved, and more than 20 million kilowatt hours of electricity will be conserved.

The RSFSR Ministry of Trade issued a special order requiring the administrative agencies of public catering in the local areas to work out plans of organizational-technical measures for a transition by stages to industrial methods of

food preparation in the 11th Five-Year Plan and to determine the economic impact of this work.

An operational group formed in the administration of public catering of the RSFSR Ministry of Trade is now reviewing the plans being developed in the autonomous republics, krais, and oblasts. This work has already been done with 30 trade ministries and public catering administrations. It was necessary, for example, to correct the workers in Ivanovo Oblast, who submitted a plan that was too general. Somewhat later the oblast was again defending its fundamentally revised plan. This time they defined higher goals for themselves. The plan outlined steps that will make it possible by the end of the five-year plan to raise the level of industrialization in the entire oblast to 73 percent. The percentage of semifinished meat and fish products and cleaned potatoes will rise to 75 percent of the total volume of raw material.

Gorky Oblast is setting a good example. They realized in advance that the industry that produces food products is not strong in the oblast, and they developed such a material-technical base right in the public catering system. Just since the start of the 10th Five-Year Plan they have introduced three preparation factories with their own personnel and at the expense of industrial enterprises, as well as four preparation dining halls. They reconstructed eight preparation enterprises of dining hall trusts, where they have established four poultry-fish shops and 14 lines to produce small semifinished products and culinary output with a high degree of preparation. The oblast already has 18 preparation enterprises with capacities that can process 55 percent of all the raw material consumed. One of the cities in the oblast, Dzerzhinsk, is already close to completely supplying the entire network of public catering enterprises with all semifinished products in a high degree of preparation.

During industrialization of our sector in the RSFSR considerable attention is being devoted to increasing the production of semifinished products at the industrial enterprises that produce food products.

The advantages of this orientation are obvious. After all, we know that construction of shops to produce semifinished products in the food sectors of industry requires two-fifths of the capital investment needed for similar facilities in the public catering system. Furthermore labor productivity there is 1.5-2 times higher than at preparation factories and dining halls.

But it is not easy to carry out this change in practice. It requires a great deal of organizational work both in the center, at the level of the appropriate USSR or republic ministries, and in the local areas, by the party and Soviet agencies of the trade ministries of the autonomous republics and the public catering administrations.

The desire to organize matters in this way is not enough by itself. There must be an appropriate material-technical base at enterprises of the food sectors of industry. There must be means of transportation for centralized delivery of semifinished products to the public catering system. There must be appropriate packaging and certain other conditions.

Lipetsk was the first city in the RSFSR to follow this path. Major preparatory work done there enabled the Lipetsk Oblast Committee of the CPSU, the oblast executive committee, and the collegiums of the USSR Ministry of Fishing Industry, the RSFSR Ministry of Trade, the RSFSR Ministry of Meat and Dairy Industry, and the RSFSR Ministry of Motor Vehicle Transportation to adopt a joint decree recently. It was entitled "The Steps To Raise the Level of Industrialization of Public Catering in Lipetsk Oblast."

The RSFSR Ministry of Trade is taking all necessary steps toward broad dissemination of this initiative. Tula Oblast is preparing to adopt a similar decision. Voronezh Oblast is also following this path.

But it is still too soon to speak of decisive successes in this direction. In Murmansk, Tyumen, Kaluga, Magadan, and certain other oblasts, for example, the proportion of semifinished meat products delivered by industry in the total volume of raw material does not exceed 2-15 percent. For the republic as a whole enterprises of the RSFSR Ministry of Meat and Dairy Industry and Rosrybpromsbyt [possibly RSFSR organization for supply and marketing of fish industry products] are not even handling the still-low plan for supplying our sector with their output in a high degree of preparation.

Special mention should be made of the delivery of cleaned potatoes and vegetables to public catering enterprises. The proportion of such produce in the total expenditure of raw material in the republic is still low; for example, it is just 27 percent for potatoes. So a large part of this work is done in the public catering system. We intend to continue developing our own material-technical base to produce semifinished vegetable products. But we must say straightforwardly that we alone, without the enterprises of the RSFSR Ministry of Fruit and Vegetable Industry, cannot finally solve this problem.

In our opinion, it is essential to decide the question of establishing assignments for the USSR Ministry of Meat and Dairy Industry, the USSR Ministry of Fish Industry, and the USSR Ministry of Fruit and Vegetable Industry for producing a broad assortment of semifinished products for the public catering system.

One hundred Russian cities are following the example of Pervouralsk. In addition to Dzerzhinsk, the following cities are also close to completing the conversion of all public catering facilities to industrial methods of food preparation: Berezniki (Perm Oblast), Biysk (Altay Kray), Volzhskiy (Volgograd Oblast), Vorkuta (Komi ASSR), Asbest (Sverdlovsk Oblast), Novozybkov (Bryansk Oblast), and Novocherkassk (Rostov Oblast). Altay Kray, the Tatar ASSR, Perm Oblast, and some others are confidently picking up the pace. Preparing to celebrate the 60th anniversary of the formation of the USSR, the public catering workers of the state trade system of the Russian Federation are laboring to meet the main challenge of this sector: industrialization. They are striving to fulfill the lofty socialist obligations they have adopted in honor of this great anniversary.

11,176

CSO: 1827/165

## CONSUMER GOODS PRODUCTION AND DISTRIBUTION

### WIDER INTRODUCTION OF EFFICIENT TYPES OF TRADE URGED

Moscow SOVETSKAYA TORGOVLYA in Russian 31 Aug 82 p 2

[Article by Candidate of Economic Sciences V. Nikolayeva, department chief of the USSR Ministry of Trade: "Time Lost and Found"]

[Text] Ultimately the aim of comprehensive rationalization in trade is to improve the quality of trade services for the population. Along with expanding the network, reconstruction and technical reequipping of the stores, this requires the active introduction of progressive forms and methods for selling the goods. However, the programs for comprehensive rationalization in the oblasts and republics do not always provide the further introduction and improving of such a major form as self-service, although there still are many unutilized opportunities here. The figures convincingly prove this. The proportional amount of self-service sales in food stores can reach 80-85 percent and in non-food ones, 70-75 percent. Yet at the beginning of 1982, for the state trade system, this figure was, according to the data of the USSR TsSU [Central Statistical Administration], only 55 percent.

Particularly disconcerting is the fact that since 1980 this figure has virtually not increased. This can only be explained by the fact that the ministries of trade in certain Union republics have lessened the attention paid to the development of self-service. Certainly in Moldavia they have been able to bring its level up to 69.5 percent and in Lithuania and Kirghizia up to 63 percent. At the same time, in Armenia the figure is just 44 percent and in Azerbaijan, 50 percent. It is lower than the national average in the RSFSR, the Ukraine, Georgia and Tajikistan.

Such discrepancies cannot be accidental. Nor are there objective factors which could justify this. The conclusion grows that where the introduction and improvement of self-service are not only planned but maintained under constant control and where strict demands are placed on the leaders, there are positive results.

Seemingly in those republics where the self-service level is below the national average the leaders should be disconcerted by this and find opportunities to rectify the situation. But in the order of the RSFSR Mintorg [Ministry of Trade] on measures to further develop trade and improve trade services for the public, a number of oblasts have been given quotas for the end of the five-year

which in no way impel them to make up for the loss. Thus, for the Tambov Oblast Administration the plan is to reach a proportional amount of self-service sales of 52 percent by 1985, for Arkhangelsk Oblast the figure is 51 percent, and for such industrially developed oblasts as Chelyabinsk and Gorkiy, 59 percent, and for Penza 56 percent.

There is a similar picture as well in the Ukraine. For Chernigov Oblast the plans are to bring the self-service level up to 75 percent by the end of the five-year plan, in Volyn up to 70 percent, that is, to virtually complete this work. But in such major oblasts as Kharkov and Donetsk, the levels are approximately 60-55 percent. Not more intense plans have been adopted in Georgia, Tajikistan, Armenia and Azerbaijan. These plans must be corrected, proceeding from the real capabilities of each region.

In the intersectorial programs for full rationalization it is also essential to make provision for specific measures to improve self-service. It is a question of converting the non-food stores to unified payment centers and introduce the sale of goods according to consumer sets in the department stores.

Convenient for the public and economically very effective is the selling of large-sized goods from models with their delivery to the customer's home directly from the manufacturing enterprise or the wholesale depots. However, the extension of this progressive form of trade has encountered great difficulties. These can also be overcome on the basis of the intersectorial comprehensive programs. For example, in order to organize the selling of furniture by models, it is essential to settle the following problems: the making up of sets from different enterprises; to agree with the domestic service enterprises that on the basis of contracts with the trade organizations they would make up the furniture or install the technically complicated goods at home; coordinate the delivery of these items to customers with the transport organizations.

The actions of all the participants in such work can be coordinated only with the aid of the republic councils of ministers. It is all the more unjustified that the intersectorial comprehensive plans for a number of the Union republics such as the RSFSR, Latvia, Kirghizia and others do not even have preliminary targets for developing sample trade. The Ukraine and Belorussia have clearly planned an insufficient amount of such stores. Yet these stores make it possible to reduce transport expenditures by more than 2-fold and to save floor space and labor resources.

Such a problem as organizing food sales under preliminary orders is also to a certain degree an intersectorial one. The points for receiving and issuing the orders have been set up at the industrial enterprises and construction projects at the latter's expense. Recently, this form of trade has undergone noticeable development. Thus, from 1977 through 1981, the number of points for receiving and issuing the orders has increased by 3.9-fold and their commodity turnover has risen by 8-fold.

According to the data of the UkrNIITOP [Ukrainian Scientific Research Institute for Trade and Public Dining], the use of such a form of trade makes it possible to reduce the time spent on purchasing, in comparison with an ordinary store, by 7-fold and by 3-fold with a self-service store. The experience of Moscow,



Leningrad, Kiev, Minsk, Tashkent and other cities where this form for selling foodstuffs has become most widely employed, shows that it helps to increase commodity turnover, it raises the economic effectiveness of store operations and makes the consumption of food products more rational.

But then the problem arises that the dispersion of the receiving and issuing of the orders over many stores does not provide an opportunity to utilize modern equipment for making up the orders and this prevents a rise in labor productivity in this operation. Many years of practice have shown that it is better to develop this form of trade through large specially equipped stores. Only they can put the making up of orders on an industrial basis. Such specialized stores can assume the functions of storing the good, delivering the orders to the home and to the receiving and issuing points.

Considering all of this, it is particularly important to provide for the development of such specialized stores and a network of order receiving and issuing points in the intersectorial programs. Then an opportunity will appear to pool the funds of the industrial enterprises and construction sites for this purpose. For now, according to data from the spot, the development of preliminary order trade is still little reflected in the comprehensive programs.

Frequently these programs also do not make provision for broadening the services provided to customers, in particular, the cutting of fabrics, alterations, delivering purchases to the home and so forth.

The incorporation of plans for introducing scientifically sound amounts and proportions of diverse progressive forms and methods of trade in the intersectorial comprehensive programs will contribute to rapidly carrying them out. This is of interest to the public.

10272  
CSO: 1827/169

## CONSUMER GOODS PRODUCTION AND DISTRIBUTION

### DELAYS IN INTRODUCING FRUIT PROCESSING METHODS CRITICIZED

Moscow IZVESTIYA in Russian 15 Sep 82 p 3

[Article by special IZVESTIYA correspondent V. Sukhachevskiy: "Differences Over an Agreement"]

[Text] Thus, initially an agreement had been reached. An all-Union scientific-practical conference held a year ago in Krasnodar unanimously approved the experience of introducing a non-waste method developed by Ukrainian scientists for producing food products made from fruits. The conference was very representative with leaders of the USSR Gosplan, the USSR State Committee for Science and Technology [GKNT], the USSR and Ukrainian Academies of Sciences and a number of the Union and republic ministries and departments participating in its work.

The high level of the conference was explained by those practical results which had been achieved in the Ukraine and in Krasnodar Kray in employing non-waste methods in the food industry. The results had, without exaggeration, truly state importance. This was described in IZVESTIYA (Nos 242 and 291 in 1981). Let us recall the gist of the matter briefly. The Institute for Industrial Thermal Physics of the Ukrainian Academy of Sciences, under the leadership of the Academician of the Ukrainian Academy of Sciences O. Kremnev, had developed a new production method. The idea was to fully utilize the raw fruits. As is known, in producing fruit juices and wines a large amount of pressings is formed. From them, as it was learned, it is possible to produce many necessary, useful and tasty articles. In Krasnodar Kray, for example, you can sample the miraculous "Novinka" dried fruits made from apple pressings. The particular feature of the new method is to remove the surplus moisture from the fruit or its pressing while maximally preserving the initial integrity of the raw material. The formed fruit powders can easily be stored and transported and most importantly they provide an opportunity to increase the quantity and broaden the assortment of finished products. From these powders it is possible to make candies, wafers, toffee, marmalades and pastilas. Also extracted from the pressings is pectin which is particularly in demand.

The convincing results provided grounds for the conference participants to clearly conclude that the new method was economically advantageous, highly modern and sufficiently simple. A recommendation was made to introduce it everywhere. As of the next year there are plans to put a special article in the state plan for producing fruit powders and products from them.

Seemingly, the fate of the development by the Ukrainian thermal physicists was amazingly fortuitous. But there has been the disturbing question of whether or not the period of approbation and excitement has lasted too long. A year has passed since the representative conference mentioned at the outset of our article was held in Krasnodar. What has been done during this time? As is known, several new production lines have been built in the Ukraine, Uzbekistan and the RSFSR. The first steps in this direction are also being taken in Georgia and Moldavia.

However, as the official documents show and which I saw at the Secondary Resources Department of the USSR Gosplan, at present the apple pressings as before are still being used in an extremely limited amount. If one disregards the streamlined jargon of the workers who drew up these documents and calls things by their names, then it can be said more certainly that the apple pressings are being used wretchedly. Thus, over all of last year, only about 15,000 tons, or approximately 7 percent of the total volume of resources, went for industrial processing. The basic amount of the valuable raw material was fed to livestock or thrown out which is completely inadmissible. According to the data of the USSR TsSU [Central Statistical Administration], the enterprises of the USSR Minplodoovoshchkhov [Ministry of Fruit and Vegetable Industry] alone transported to the dump (in other words, threw out) more than 22,000 tons of apple pressings. At the same time, in recent years the production of such a valuable and scarce product as pectin has declined by almost double. Only 17 percent of the pectin producing capacity is employed. The reason, as was explained to me at the ministries, is that they lack apple pressings. But these are thrown out!

Last year the enterprises of the USSR Minpishcheprom [Ministry of Food Industry] and the USSR Minplodoovoshchkhov had 11 lines in working order capable of producing 2,000 tons of apple powder a year. However, somewhat more than 200 tons were actually produced.

It would be an obvious and completely unsound exaggeration to feel that the situation has taken a fundamental turn for the better this year, although one does hear optimistic statements on this score (unfortunately, not backed up by facts and figures). Incidentally, now and then dissonant notes of pessimism and disagreement do break through the generally harmonious chorus of up-tempo statements. Let us refer to the facts. According to the data of Ukrainian scientists, the processing of the fruit pressings which form in the national economy in producing wine and juices as well as the highly perishable fruits would make it possible to obtain approximately a million tons of sugar-containing, vitamin-saturated powder which would not only replace a portion of the sugar used in the candy industry, but would also significantly increase the public's consumption of viable fruit equivalents. At present, this consumption is 38 kg per person per year and this is not enough. The use of fruit powders would provide an opportunity to substantially increase this amount and within a short period of time. This could be a noteworthy contribution to carrying out the Food Program.

According to the estimates of scientists, the processing of a million tons of fruit pressings into powder would make it possible to obtain a full equivalent of approximately 200,000 tons of fresh fruits. One can see what an enormous



appropriate decision was adopted. Incidentally, calculations show that the economic effectiveness of the innovation is quite high. Seemingly, the time for debate is ended and it is time to actively carry out the plans. But such work would become much more productive if its leaders and direct executors showed a firm inner conviction, a professional interest and active civil position. Otherwise, scores of supposedly "objective" reasons will always be found which impede things. The Minplodoovoshchkhov has complained that there is not enough equipment, that it is hard to bring the raw material for manufacturing the powders up to proper conditions, and so forth and so forth. Of course, any new undertaking requires care and the abandoning of customary paths. It is much easier to squeeze out apple juice and discard 30-40 percent of the completely good raw materials than to make a mass of other tasty, useful and necessary products in addition to the juice.

I have heard that such psychological aspects are not of practical significance. In particular, it has been asserted that the more than meager data on the resources of apple pressings have been accurately set and that it is not a question of an indifferent attitude to the new procedure. But again, let us look at the facts. The Minplodoovoshchkhov is planning to produce 9,000 tons of powder by the end of the five-year plan while just the Krasnodar Kray Food Industry Administration alone has set a target of 10,000 tons. This, as was emphasized by the supporter of the new method, the administration chief Lyudmila Ivanovna Mironenko, is possible under the condition that now, with the formation of the Minplodoovoshchkhov, a significant portion of the resources is available to this ministry. It can be said (and is already being mentioned) that the Krasnodar workers are mistaking the desired for the possible. But precisely in the Kuban, in fact they have demonstrated and are demonstrating the effectiveness of the powder method in food production. Incidentally, not only in the Kuban. For a long time now in world practice fruit pressings and a portion of the fruits have been employed for producing fruit-glucose syrups. The new method which we have developed, in the opinion of specialists, is more efficient, particularly from the viewpoint of the production effectiveness of the powders.

Now a word on the equipment.

It did not have to be invented. The production line is made up from assemblies which are serially produced by our industry. These lines are manufactured by the Kiev Experimental Machine Plant under the Institute for Technical Thermal Physics of the Ukrainian Academy of Sciences. The Kievans are endeavoring to satisfy all the orders but this is clearly beyond them as too many orders are being received. Nor is this the main task of the experimental enterprise. It is clear to everyone that the production of the lines should be concentrated at one of the plants of the Minlegpishchemash [Ministry of Machine Building for Light and Food Industry and Household Appliances]. For this the equipment (even though made up from already-produced assemblies) should undergo inter-departmental testing. From the testing results the necessary documents must be drawn up, they must be turned over to the manufacturing plant and then things will get underway. Unfortunately, for now they are marking time. One has repeatedly heard the solid and responsible men in long discussions proving to each other the necessity of the mentioned testing.

Soon apple season will be over. How can the lines be tested then? The planners are saying with concern that there is the danger of again not being able to place the orders to produce the equipment. Hence, another year will be lost.... At the same time, much valuable fruit will be lost from which even now we could produce a significant amount of first-rate food products.

We can be confused by not simple, but clear questions! How much energy, thought and time are spent on this! Certainly ultimately this progressive matter will firmly assume its proper place. Without any doubt. But how much has already been lost and irretrievably so! And how much more time and resources can still be lost if we do not decisively abandon the bureaucratic work methods....

Several words in conclusion. Possibly those persons are correct who see the flaws in the new equipment and it does happen that generally recognized obvious things over time lose their obviousness. Possibly something better, something more progressive will be found than has been proposed by the Kiev scientists and what the Ukrainian and Krasnodar food workers have confirmed by active practice. This is scientific and technical progress. But for now the effect of the innovation is indisputable. As yet, there is no alternative. Is it not time to move from excitement and discussion about the new method for producing fruit powders to extensive practical application? Should we not move on to the ubiquitous organizing of shops and production lines for manufacturing these powders? We must not permit another year to be lost in this question.

10272  
CSO: 1827/169

## CONSUMER GOODS PRODUCTION AND DISTRIBUTION

### LACK OF STANDARDIZATION IN DOMESTIC APPLIANCES MAKES REPAIR COSTLY

Moscow EKONOMICHESKAYA GAZETA in Russian No 34, Aug 82 p 12

[Article by K. Vinogradov, associate at the Scientific Research Institute of Domestic Service and candidate of technical sciences: "Do We Need 130 Models of Refrigerators?"]

[Text] Inadequate standardization of domestic machines and appliances is making their repair and restoration more difficult.

Timely repair helps extend the "life" of various types of domestic machines and appliances, thus also saving substantial material resources. But spare parts are needed for repair work, and this is precisely what the service sphere does not have. According to figures from the Central Statistical Administration for 1981, for example, 1,706 orders for refrigerator repair were not fulfilled in the country through the fault of the domestic service system, while 10,550 were not fulfilled because of lack of spare parts. This gap is even greater for repair of washing machines: 96 and 1,316.

Why are we short of spare parts? Partly it is because the manufacturing plants often fail to deliver them on time or in full volume. Nonetheless, the principal reason is something else. There is too little standardization of similar domestic equipment. There are too many models which differ very little from one another in their main parameters. We have 130 models of refrigerators in use today, 100 models of washing machines, and 70 different vacuum cleaners.

Each model needs "its own" spare parts, and so repair enterprises must have a complete assortment of them in order to satisfy all possible customers. But this is difficult to do. Moreover it is unprofitable: "individual" spare parts sell slowly and remain unused for long periods of time. All these things are a major problem in organizing quality, prompt repair and cause justified complaints by customers.

Meanwhile standardization of domestic equipment makes it possible to meet all the customers' requests just as well with a much smaller number of models. This would make it possible to simplify the organization of repair, reduce repair time, use progressive technological processes, improve quality, and reduce the shortage of production and storage areas at repair enterprises.

In order to eliminate the unjustified diversity of design concepts for similar elements of domestic machines and appliances the ministries and departments were assigned to work out standardized sets of parts and assemblies in order to switch to production of domestic machines and appliances on their basis beginning in 1977.

It would seem that a solution to the problem had been found. But even today work on standardization is far from completed. Moreover, there are even more models of the same elements of domestic machines and appliances, while standardization of the parts being incorporated is not going beyond prototypes.

In just 1981 in the first six months of the current year the sectorial quality commission of the Ministry of Machine Building for Light and Food Industry and Household Appliances recommended for incorporation more than 130 models of domestic machines and appliances that do not have an adequate basis for standardization with other models of the particular type-sizes that are in production.

For example, the Leningrad Sputnik Association was supposed to incorporate production of the PR-280 parametric vacuum cleaner in 1982-1983. The association is developing a PR-280 vacuum cleaner under the name "Mini-Vikhr'-2," but it is not a parametric series. Instead it has completely different characteristics.

The Kishinev Elektromashina Plant of the Ministry of Machine Building for Light and Food Industry and Household Appliances is planning to produce washing machines of the nonparametric series Zolushka-3 until 1983 and Zolushka-4 until 1984.

The result of lack of standardization can be seen in the following example. The 1st Moscow Appliance Building Plant makes the Era electric shaver. It stopped producing grills for it, but the grill of the next model, the Era-10 does not fit. The solution was to replace the entire head at a cost of six rubles (the grill costs 90 kopecks). The plant guarantees replacement at its own cost, that is at state expense, to any owner of an Era shaver. If the shaving heads of all the shavers produced were replaced the loss would be 125,000 rubles.

Another alarming fact is that some new models of domestic equipment have a very low level of suitability for repair.

For example, the air-sucking unit of the vacuum cleaner accounts for half of the repair work on this machine. It costs 20-25 rubles and can be disabled by a malfunction by a brush holder costing 24 kopecks. It is obvious that to replace the entire unit in such a case would be pure waste.

But the Miass Elektroapparat Plant is already producing the AP-600 air-sucking units that are unsuitable for repair and the Elektrosila Plant is developing the Elektrosila and Ural vacuum cleaners based on this unit. Other plants are also inclined to use the design of this unit, which cannot be taken apart. If this continues, based on statistical data on repair and taking into account the volume of production of this type of vacuum cleaner, the fact that this unit cannot be taken apart will cost 328,000 rubles a year.



According to calculations by specialists the economic impact from standardization of refrigerators, washing machines, and vacuum cleaners is 28 million rubles. We should add to this the savings in the service sphere, which is roughly 7-8 million rubles. Those who are developing and producing domestic machines and appliances must remember this.

11,176

CSO: 1827/165

## CONSUMER GOODS PRODUCTION AND DISTRIBUTION

### SHORTAGE OF SPARE PARTS FOR TELEVISIONS, RADIOS LAMENTED

Moscow TRUD in Russian 2 Jul 82 p 2

[Article by S. Kifunov under the rubric "Who Serves You?": "The Television Set Awaits Repair"]

[Text] Because of the critical shortage of spare parts the domestic service system is often unable to perform orders for the population.

Yu. Sayenko, a reader of this newspaper in Voroshilovgrad Oblast, had an unpleasant experience: his color television set went out. At the shop he was told to wait and they took the set away to another room. The workers in the shop repeated the word "wait" each time Sayenko came by to inquire about his television set. Finally the desperate owner of this unfortunate set wrote a letter to TRUD. What was the situation?

It turns out that the picture tube went out. The necessary replacement could not be found in the shop, at the repair enterprise to which it is subordinate, or even in the warehouse of the Voroshilovgrad Bytradiotekhnika Association. There was nothing to do but make out a claim certificate and send it to the manufacturing plant. But instead of sending a new picture tube the plant transferred its cost to the Voroshilovgrad workers. Then the repair workers asked the plant which produced the television to send a picture tube. The answer was silence. They sent another request. In response the plant sent a picture tube, but it did not work. Finally another picture tube arrived. The television was returned to its owner. But all this required nearly six months!

Last year more than 800,000 orders for repair of television sets, radios, tape recorders, and other such equipment were done late in the Russian Federation alone.

The Ministry of Electronics Industry this year refused to supply two types of resistors and the OS-110L radio component to the Russian domestic service system. The Ministry of Communications Equipment Industry deprived shops of three models of electric turntables. But these parts are just as likely to break as others! What did the manufacturing ministries have against those citizens who were so careless as to buy television sets and turntables which use these parts?

Supply workers in the service sphere know very well that to receive allocations from the ministry is not even half of the job. For example, here is how enterprises fulfilled a contract last year for delivery of transformers for television sets and tape recorders. Instead of the contracted 9,000 TS-10-1 transformers repair workers received 2,900. Deliveries of TVZ-1-1 transformers were only 700 instead of 14,700.

Similar facts could be cited for dozens of other enterprises.

"This is the third time I have brought the television set into the shop! But after each repair job it breaks down again," wrote I. Gurov of Moscow, complaining to the editors about his Rubina color television. His trials, like those of thousands of other owners of Rubina Ts-201 and Ts-202 sets, are the result of the poor quality of spare parts. The KU-221A and KU-221B thyristors made for these televisions by the Leningrad Svetlana Production Association do not last for one month of use. The shops have even had to organize customer sign-ups for their replacements. Deliveries of thyristors to the domestic service sphere have more than tripled this year, but because the quality of the parts has not improved things are no easier for the owners of television sets. And once again, this is not an isolated case.

Thus we have mentioned several of the chief reasons why the domestic service system is unable to replace parts quickly and the owners of home radio electronic equipment must endure inconveniences and waste time. The problem is aggravated by the fact that the repair services are forced to deal separately with each ministry and each enterprise that manufactures parts. There are dozens of such ministries and hundreds of plants. Spare parts for tape recorders and electric phones are distributed entirely by an organization of USSR Gossnab. This results in a cumbersome system of contracts which is very hard to observe. After all, there is no normative document, which means an all-union state standard that defines all the spare part delivery conditions for the needs of the domestic services sphere. This means that an injured subdivision of the service spheres cannot even take its complaint to the State Arbitration Tribunal. All questions must be decided at the departmental level. In other words, it is a matter of appealing to the conscience of the suppliers, and we must agree that this is not a very reliable way.

In the opinion of specialists, to fundamentally improve the supply of spare parts to the domestic services sphere the functions of a general supplier of spare parts must be concentrated in the one department that is the head department for production of television and radio equipment, that is, the Ministry of Communications Equipment Industry. As the head department it has been given very respectable rights and authority by the appropriate decrees. For example, it can monitor and coordinate the production of output by associated sectors. But because of the existing lack of coordination this potential is little used in practice. Here is confirmation of this. The head ministry adopted a decision requiring production of parts for models taken out of production to continue for 10 years. But other departments that produce them "forget" about this, usually within a year or two. The repair workers are desperate: the public owns a colossal number of these sets, but the shops are often forced to refuse to repair them. In the Russian Federation alone, for

example, there are about 400,000 Gorizont television sets in use. But the Ministry of Electronics Industry withdrew the 67LK1B picture tube used in them from production, even though there was a long time left until the end of the 10 years. The ministry of communications no longer produces this equipment; it seems to be completely indifferent to picture tubes. So the service sphere remains facing a critical problem alone...

But this situation would not have arisen if the head ministry were responsible not only for the production of television sets but also for supplying essential spare parts. In short, the necessity of centralizing supply and, above all, centralizing responsibility for supply in one department are critical questions today. This is not just an economic problem, but also a social problem that directly touches the interest of millions of people whose mood and well-being depend on precise work by the services sphere. I hope that those who must solve this problem will remember this.

11,176

CSO: 1827/165

## CONSUMER GOODS PRODUCTION AND DISTRIBUTION

### KIEV CENTER TESTS ELECTRICAL HOME APPLIANCES, MACHINES

Moscow IZVESTIYA in Russian 12 Jul 82 p 2

[Article by S. Tsikora, Kiev: "Testing for Comfort"]

[Text] Light pours out of the windows of the state testing center at night. If this building rose on the seashore, instead of standing on a quiet street in Kiev, ship captains could orient themselves by its light as they do by a beacon. The center does provide guidance, but in a different sea, which is our everyday life.

"We can give you any kind of information, from the most ordinary things such as what kind of vacuum cleaner, refrigerator, or washing machine to buy today, to future data such as what kinds of electrical appliances will be working in our apartments 10-15 years from now," said Yuriy Mikhaylovich Karelin, head of the center.

Expensive electrical appliances and machines for the home which save people time and effort must serve for a long time and fairly repay the capital that the family invests in them. This idea has received concrete embodiment in the rules by which the testing center operates: they are all rules without exceptions. Let us look at the first one.

Experience confirms that testing experimental models is not sufficient to protect the customer against low-quality home appliances and machines. All types and models of series-produced equipment must pass examinations.

"There is no exception here," Yu. Karelin emphasized, "and testing must be done at least once a year. If an article has not been submitted for annual check testing it is considered to have failed the 'examination.' The manufacturing plant will have to explain itself to Gosnadzor [possibly State Surveillance Committee] of the USSR State Committee for Standards. And the talk there usually does not take long."

I was given an opportunity to visit several laboratories at the testing center. What I saw helped me understand both the anxiety of those who send their articles for testing and the need, from the state's point of view, for precisely this kind of quality control of home electrical machines and appliances. They must perform their duties correctly, regardless of all circumstances, disregarding all uncontrolled elements.

In many laboratories I saw what happens when the requirements of technology are neglected. In the mechanical testing section a washing machine in the factory packaging was placed on a special stand before my eyes. According to the conditions of the test it was to "travel" 600 kilometers over a road covered with cobblestones at a speed of 60 kilometers. The test usually takes 20 minutes, but after just 15 minutes the test was stopped because the packaging did not hold up and the machine itself proved damaged.

In another laboratory next to the thermal barochamber stood a cabinet with a perfectly strange paint job covered with spots. With difficulty I was able to read "Orsk-7" on its door. The spotted cabinet proved to be a refrigerator. A few hours earlier it had been taken out of the chamber where it stood for the established time at a low temperature. The violation of painting procedures for the article will certainly cost the plant dearly.

Behind the heavy doors of the unique vibroacoustic chamber at the center home electrical appliances and machines are tested for noise level produced. Happily, there is such a GOST [State All-Union Standard] today. The list of violators this year began with the plants that produce the electric shavers Kharkov-22M, Chayka, Neva-201, and Neva-203 and the Veterok brush-type vacuum cleaner.

Many more articles are found defective during climatic testing and the test for electrical safety. Between 10 and 20 percent of the articles that come for testing receive negative reports.

Who is at fault here, the designers, the manufacturing plants, or quality controllers who are too strict?

"The most common reason is not the design of the article," Yu. Karelin answered. "Defective series produced articles are usually the fault of the manufacturing plant. It is rare that deviations from the state standard occur. And of course, they are subject to punishment. In the last three years almost 45 models of refrigerators, washing machines, and vacuum cleaners have been taken out of series production on recommendations from our center with participation by the USSR State Committee for Standards."

If this fact is converted into the language of absolute figures and everyday logic, it means that we have been spared hundreds of thousands of poor-quality domestic appliances. They did not come into our homes and bring disillusionment to hundreds of thousands of families.

But it has long been known that numbers can mean many things. The fact that 45 articles were taken out of series production can also be looked at from the other point of view. For example, did this have an impact on the quality of the full abundance of home machines and appliances? And there is another approach: where is the rigorous checkpoint through which home appliances that are not appropriate to the time, scientific level, or aesthetic criteria of our life will not be able to pass into the trade network in the future?

From the podium of the 26th party congress Leonid Il'ich Brezhnev stated the demands made of contemporary articles in a clear manner: "Correspondence to the

best world and domestic models — we cannot and must not agree to anything less." This applies to machines and appliances in our apartments as well. But how can this lofty requirement be realized in practice if electric home machines and appliances are produced by 142 plants in the country which are subordinate to 22 different ministries?

Scientists have proposed their solution to the problem. The scientific-technical council of the all-Union Scientific Research and Experimental Design Institute of Electrical Home Machines and Appliances is the head organization in the country for many types of complex home equipment. It will not authorize development of new articles if they are not protected by a certificate of invention. This immediately changed the situation at the launching pad of innovations: only machines with fundamentally new features were given the right to exist.

The laboratories of the state testing center became the next checkpoint where truly progressive equipment for everyday life is unconditionally separated from yesterday's equipment. After all, testing series produced equipment is just one of the functions of the center's specialists. Parallel with this painstaking daily work which is necessary to everyone they take a very active part and participate directly in determining the fate of articles that are only being prepared for mass production. Special requirements are made of them today: in addition to correspondence to all GOST's the article must be oriented to certification in the highest quality category.

"These two innovations are working for the future," said Aleksandr Georgiyevich Givargizov, secretary of the party bureau. "They make it possible to select high-quality machines and appliances for our apartments."

In the exhibition hall one can see the innovations of both the present five-year plan and past five-year plans. I will mention one that especially attracted my attention.

Even in external appearance the refrigerator of the last decade of the 20th century is little like its current relatives. It is built with due regard for the prospects of our life: a rise in public well-being and an increase in the value of a person's free time. This leads to different sizes and different quality. The capacity of these refrigerators is 350-560 and more liters. The largest ones have four compartments: for extended storage, sublimation, and short-term food preservation. They also have a small special quick-thawing chamber that uses high-frequency current.

The freezer section of the refrigerator is a true kingdom of cold: it has a temperature of -35 degrees. Strawberries and raspberries can be stored for 10 months at such a temperature, and they will not lose their taste and nutritional qualities at all. After thawing in the special chamber meat and fish which have been kept for a year will correspond in appearance and taste to the same products just brought from the market.

The sharp increase in storage time of food products in the new refrigerators will make it possible to reduce the frequency of shopping trips for families

by almost 50 (!) times. One or two trips to the store or market every three months will be enough to buy all basic foods.

"In terms of technical characteristics these refrigerators are superior to many machines built by foreign companies," said Yu. Karelin. "Suffice it to say that despite their size they use no more electricity than any of the present-day refrigerators. The secret is that the freon has been replaced by an original, domestic cooling agent. Both innovations, the refrigerator and the cooling agent, were developed at the All-Union Scientific Research and Experimental Design Institute of Electrical Home Machines and Appliances. The cooling agent has a great future. After all, current compressors will be able to work in refrigerators that are 1.5-2 times larger in capacity and electricity consumption will hardly increase at all."

Mass production of these refrigerators will begin in 1985. But the first har-binger already exists. The Minsk Refrigerator Plant is producing 1,000 Minsk-22 refrigerators with a capacity of 350 liters this year. Its 18-liter freezer compartment has a temperature of -24 degrees.

The entire parametric series of large-capacity refrigerators will be incorporated by industry by the end of the current five-year plan. By this same time parametric series of many other types of electrical home equipment are to be introduced. What does this mean? The production of machines that serve the same purpose yet differ significantly in design, size, and finish will stop. It is extremely difficult and expensive to organize good repair service for such widely varied machines. The parametric series make it possible to produce an optimal number of models of home machines and appliances and to standardize elements of their design and assembly components. Articles which cannot be put in the kitchen or fitted into the interior of a home will become a thing of the past. All electrical home equipment will be coordinated by dimensions with the layout and dimensions of the kitchen, bathroom, entryways...

In the same exhibition hall I saw many models of new articles which have not reached our homes yet, machines that wash dishes, iron, and dry. They match the technical level of the best world models and captivate you by the originality of their design. It is difficult to take your eyes off the dishwashing machines that can wash a complete service for four persons. It does not take additional room to install it in a kitchen. This machine can become irreplaceable in railroad dining cars, on board airliners, and in small, cozy cafes. It takes one-fourth as much time as the quickest housewife to wash and dry these dishes perfectly. Moreover, it uses only 5-10 percent as much water.

I did not begin this report by mentioning the lighted windows of the State Testing Center for Electrical Home Machines and Appliances just to sound literary. Many laboratories in fact are working around the clock, with no days off or holidays. This is necessary so that the machines and appliances in our home will never let us down.

11,176  
CSO: 1827/165



## CONSUMER GOODS PRODUCTION AND DISTRIBUTION

### NEW CHERNOGORSK SYNTHETIC LEATHER PLANT PRODUCING UNNEEDED MATERIALS

Moscow SOTSIALISTICHESKAYA INDUSTRIYA in Russian 5 Aug 82 p 2

[Article by I. Polishchuk, first secretary of the Chernogorsk City Committee of the CPSU, Krasnoyarsk Kray, and comment by correspondent S. Sadoshenko: "The Question of Demand — Why Capacities for Synthetic Leather Production Are Not Fully Loaded"]

[Text] The Chernogorsk industrial center is one of the pillars that holds up the Sayan territorial production complex. In 10 years 85 installations have been launched here, and productive capital has grown by almost 270 million rubles, Chernogorsk today accounts for almost 60 percent of the total volume of output of the Khakass Autonomous Oblast.

But building new industrial capacities well and successfully launching them is only half of the job. It is equally important to get the maximum return from them. It is not accidental that 1982 has been named the year of intensive incorporation of production capacities in Krasnoyarsk Kray. According to the initial plan the labor collectives of the city were supposed to sell output worth almost 1 billion rubles this year. But after the first months had passed it became clear that the plan for certain enterprises would be lowered. Among them was the synthetic leather combine, whose development I would like to discuss.

I have been observing the formative stages of the Iskozkh [Synthetic Leather] Combine for a long time. It was built on an accelerated basis and today, even though not launched to full capacity, is already fourth among enterprises of the city in terms of volume of output sold. Beginning in 1974 new production capacities have been launched systematically at the combine, many of them ahead of schedule. Operations workers now have the capacities to produce 20,000 tons of black rubber a year, 11,000 tons of colored rubber, 15,000 tons of leather board, and 15,000 tons of cellulose insole material. More new capacities, to produce colored rubber, will be launched this year.

Of course we have some complaints against the collective of the Sayant'yazhstroy [Sayan Heavy Industry Construction] Association, which is building this combine. But the main thing today is something else, the question of incorporating production capacities. Things are far from fine in this area. By mid-1980 when the normative time for incorporation ended the combine was already supposed

to be producing 15,000 tons of leather board a year. But in the first year of the 11th Five-Year Plan the plan demanded the sale of just 9,600 tons, and in the end the figure was lowered to 8,360 tons. In other words, almost half of the capacities were idle.

The USSR Ministry of Light Industry made the adjustment because many footwear factories were refusing to accept leather board from Chernogorsk. The enterprises of Roskozhobuv'prom [possibly RSFSR Leather Footwear Industry Association] did not want to accept 650 tons, while Rosobuv'prom [possibly RSFSR Footwear Industry Association] refused 539 tons, and so on. Total refusals were 1,275 tons. We should add that another, 1,625 tons were not distributed to customers at all.

Perhaps the footwear workers do not like the quality of the leather board? No, everything is fine with the question of quality. Last year the output of the young enterprise was awarded the State Mark of Quality.

Let us look at the situation this year. Although the plan has risen, the capacities for production of leather board are not fully loaded. Moreover 1,700 tons of output has not been distributed to customers. One gets the impression that the Soyuzpromiskozh [USSR Synthetic Leather Industry] All-Union Production Association, to which the Chernogorsk Combine (the only such combine in Siberia and the Far East) belongs, has no interest at all in fully loading the capacities for production of cardboard leather (which were launched ahead of schedule).

Many difficulties are also rising with the production of certain other articles. I still carry in my memory the picture of the very first days that cellulose insole material was produced. Late last year they launched the first production line in our country to make such material. A. Chaus, chief engineer of the Lenbummash [Leningrad Paper Machinery] Science-Production Association was in the shop where the offspring of his association is installed for a month full time. And how hard the plant workers labored! For example, connecting parts had to be fabricated on an urgent basis. According to norms for performance of such an order two weeks would be required, but V. Shelkunov, I. Martynov, A. Nushtayev, V. Sosnovskiy, and V. Isayev, lathe operators in the central repair shops of the combine, completed the work in three days. These were 24-hour days, because the machines did not shut down for one minute.

The construction workers, adjusters, installers, and operations workers demonstrated true labor heroism to introduce the capacities ahead of schedule. Telephone calls from Moscow and from the kray center regularly spurred them on. They achieved their goal, launched the capacities, and the acceptance commission signed the certificate. But later...I visited the shop recently. Workers came up to me and complained, "How boring it is with nothing to do." V. Gerasimov, secretary of the combine party bureau, was deeply worried about how to keep his collective together.

What is the problem? It turns out that there is not enough latex. For the year's program 856.7 tons of latex are required, but only one-sixth of this amount was allocated. But the most menacing fact is that rejections have already begun arriving from footwear makers who do not want the cellulose insole material.

At one point I called N. Zalipugin, chief engineer at the Soyuzpromiskozh All-Union Production Association. Nikolay Mikhaylovich promised to look into everything and to help. But he did not keep his word. The association's only answer to anxious telegrams from the Iskozhs Combine has been silence.

Now a question arises: when the USSR Ministry of Light Industry and the all-Union production association were pushing ahead to accelerate construction of the Chernogorsk Combine, did they think about how it would be supplied with raw material and where its output would find a market? We get the impression that they forgot about these things at that time. Well, it is not too late to recall them.

I. Polishchuk, first secretary of the  
Chernogorsk City CPSU Committee

Comment by Our Own Correspondent, S. Sadoshenko

First of all we must observe that the Chernogorsk Synthetic Leather Combine is not an exception. Several other enterprises that produce leather board are in a similar situation.

S. Solov'yev, head of the Soyuzpromiskozh All-Union Production Association, says, "On the average the footwear enterprises reject 4,000-4,500 tons of our cardboard leather."

The solution suggests itself: if the demand for leather board has declined certainly its production should be cut back. But where? Some of the enterprises of the Soyuzpromiskozh Association were built long ago and their equipment and technology are physically worn and obsolete. They should be redirected to production of other output which is in short supply at the present time, for example thinner footwear board. We are presently buying such materials, called "Texton," abroad, but we could make it ourselves.

L. Lastin, director of the Kazan Iskozhs Plant, said, "It is long since time to close one of our leather board installations where working conditions do not meet norms. It should have been done long ago. But punctually at the start of each year they send down an enormous plan, and we have to load all available capacities. By the end of the year we count up the rejections and it becomes clear that we could have used just part of our equipment."

Of course, it is not simple to switch production from one type of output to another. But in this case it is wise. It would be worth thinking about exporting part of the output as a possible solution. This would require improving the product and raising it to the level of world products.

As for the Chernogorsk Iskozhs Combine, they have one other way out of the situation.

"All the difficulties would disappear if the Chernogorsk workers would begin supplying the footwear industry not only sheets of leather board, but also the

finished article, a shoe back cut from this material," said A. Klyuyev, head of the department of leather goods of Soyuzglavlegpromsyrye [possibly USSR Main Administration of Raw Material Supply for Light Industry] of the USSR Ministry of Light Industry. "At present backs have to be delivered to footwear enterprises in Siberia and the Far East from the western parts of the country, a distance of thousands of kilometers, while the Chernogorsk workers do not know where to send their output."

Incidentally, a molding-cutting wing which could make these backs has been envisioned by the plan of the combine from the start. Furthermore almost 50 machines, new and in their packages, are standing waiting in the warehouse. But for years employees of the USSR Ministry of Light Industry have demanded introduction of capacities to produce sheets of leather board. Only now has the molding-cutting wing been included in the list of start-up projects.

We must admit that it was difficult to anticipate the decline in demand for leather board. It appeared more likely that demand would rise. But once the decline has taken place we must think about how to correct the situation quickly!

11,176

CSO: 1827/165

## HOUSING AND PERSONAL SERVICES

### IMPROVING CONSUMER SERVICES IN AZSSR

Baku VYSHKA in Russian 24 Jun 82 p 3

[Article by V. Novruzov, head of the Scientific Research Institute of Economics for the AzSSR Gosplan and candidate in economics, entitled: "How to Manage Consumer Services"]

[Text] Each year the volume of consumer services increases in our republic. The value of services provided each day is R350 thousand, almost two and one-half times more than in 1970. This is possible because of the daily concern for improving consumer services for workers made by the party and government and also because of management techniques that have been perfected in consumer affairs.

The 26th CPSU Congress underscored the importance of consumer services; it set up many goals for workers in this sphere during the 11th Five-Year Plan. The following are to be achieved: to significantly improve consumer services, to increase the volume of services rendered, and to raise the quality and manner in which orders are fulfilled. But even more important is the fact that the Congress foresaw the improvement of the organizational structure for management of consumer affairs, the carrying out of a series of measures aimed at bridging gaps between certain departments, and closer work between sectorial and territorial administrations.

At the May 1982 Plenum, the General Secretary of the CPSU Central Committee, Comrade L.I. Brezhnev, remarked that the organizational part of the Food Program consists of measures aimed at the social reconstruction of the village. It is not necessary to prove that, by working more energetically and more thoroughly in the village and by building facilities for residential and social needs, farm labor will become more productive. The planned improvement of consumer services by the party and government is impossible without perfection of the planning mechanism and administration.

Everyone knows that planning is the central link, the basis of management of any sector of the economy. If it is not improved, then it will be impossible to have a steady growth and an increase in labor efficiency and quality, even in the sphere of consumer services.

Current short comings in planning for consumer services in our republic lead to the following: a decrease in the variety of services offered and slow development of the most modern forms of consumer services and ways to provide them. One result of the lack of planning is that, in the near future, there is no provision for construction of enterprises offering one of the most important consumer services, dry cleaning and the dyeing of clothes. At the present time we are in last place in the country in the volume of this service offered per capita. Suffice it to say that, according to statistics, we are 4.8 times behind the country's average.

More alarming is the fact that, in the near future, we will lag even further behind.

We could say the same about laundries; such services that are offered by enterprises are so very important.

In our view, the Ministry of Consumer Services has neglected the social aspect in its plans for the development of a variety of services.

The low level of consumer services in the republic is often explained by the poorly developed technical and material base of this sector. In this particular case the effects are given as the cause. But the cause lies elsewhere.

It is clear that, in strengthening the material and technical base, which in itself is the basis for increased specialization and concentration, the rational and timely use of specific capital investments plays a vital role. Let's now take a look and see how this is carried out in our republic. During the past 10 years, plan fulfillment for the use of fixed capital and capital investments in consumer services amounted to 59.6 and 66.8 percent, while the ruble value of these unfulfilled portions were R34 and 23 million. Just how much is this? Suffice it to say that this amount of money could have paid for the construction of 76 service establishments, each providing 100 jobs, or 1,900 rural service establishments, or 3,800 general return centers. But just because none of the above were built, it will be extremely difficult to carry out production specialization and construction, an area in which we lag three times behind the nationwide average. Such a state of affairs cannot improve cooperation within the system, a necessary condition for improving consumer services and the administration of these services.

Conditions, however, demand the perfection of the organizational structure for management of the republic's consumer service sector. In addition to setting up production associations and a concentration of production, it is also extremely important to reorganize rayon service complexes into rayon production administrations [RPA's]. The experience of several republics shows that such an organization will permit satisfaction of consumer demands, especially of rural inhabitants, a greater variety and better quality of services, the use of capabilities of specialized enterprises, and a rise of economic indices in all areas of the service sector.

RPA's use the rayon complex for consumer services as its base; they are a legal entity, an independent economic and accounting organization. In

their organization they usually have production subunits, a dispatch unit, rural service establishments, and complex return centers. RPA's act as the middle man between customers and specialized enterprises in providing consumer services as part of a cooperative effort; they also have full responsibility for the quality and the time periods for order fulfillment and for the provision of several types of service from their own subunits.

The RPA's must provide services in the following areas: repair of footwear, clothing and knitted wear, furniture; photography; rental; sewing of clothing; transportation.

Widespread advertising of consumer services is one of the more important responsibilities of these administrations. They also are in charge of the network of return centers, of services provided from outside the rayon, and of the development of complex consumer services.

Such reorganization is, however, proceeding very slowly. At the present time only 17 percent of the personal service complexes [KBON's] have been reorganized into production administrations. That is very few.

Setting up the RPA's should not of course be merely an official matter, accomplished of its accord. This will lead neither to significant steps for developing consumer services but, on the other hand, will create many inconveniences and a net loss both for the population and for service enterprises.

To prevent this, it is necessary to plan and to bring about a series of measures of an organizational-systematic and economic nature. First of all, it is necessary to work out managerial procedures, to carry out methodical and explanatory work with directors and head engineers of rayon service complexes who are responsible for this timely and well-developed reorganization. And of course work on the following must be carried out: "Statute for the Reorganization of Rayon Service Centers into RPA's"; "Statute for RPA's"; and the "Manual for RPA's." Cooperative efforts between RPA's and specialized enterprises must also be improved. And it is most important to have effective management.

Experience of our sister republics shows that the process of perfecting management of consumer services should not be limited to the reorganization of KBON's into RPA's. And here is why.

With increased specialization and concentration in this sector, the setting up of RPA's will in effect entail organization devolution. Here is a paradox! The process of specialization and concentration will lead to decentralization in the organization of this sector's administration. The consequences will then be poorer consumer services.

This occurs because divisions, sections and branches of the republic's production associations and administrations operate more or less independently at the present time. Because of territorial separateness, management and control of their work by the republic's associations in this sector are made difficult. We must note in particular that control by RPA's

lacking. Almost without their own knowledge, the RPA's carry out the selection of personnel and their allocation. This along with other instances leads to the following: directors of rayon service enterprises--RPA's and KBON's--are standing by the side and do not manifest enough interest in the development of systemwide cooperation and increasing the number of the republic's associations and administrations that can provide consumer services to a rayon. And of course it is the people who suffer the most.

The solution to the problem lies in perfecting the sector's administration by the territorial principle.

In other words, it is necessary to separate administrative functions of consumer services into sectorial and territorial administrative organs. We believe that territorial functions of administration should be given to the rayon's RPA's or KBON's, this after they have reviewed their functions and tasks and have strengthened their role in the organization and development of consumer services. Rayon units, by themselves or with their active participation, must carry out the following tasks: coordination of the work of service enterprises in the rayon, establishment of the type of work to be done by these enterprises, and systematic control over order fulfillment, selection and training of personnel, organization of socialist competition, etc.

Sectorial organizations are responsible for the following: organization of material and technical supply; organization, production and introduction of new types and ways of consumer service; ensuring better quality and improved manner of service; large-scale construction; advertising; measures for labor safety and safety equipment, etc.

Perfection of administration by the introduction and use of automated managerial systems is particularly topical today.

There are many service enterprises in other republics where automated control systems [ASU's] are in operation, solving problems in their various sub-systems. Unfortunately we still don't have ASU's for service enterprises.

As far as the republic's sector is concerned, things aren't that much better. The Technical Institute for Planning and Construction handles the introduction and use of ASU's by the AzSSR Ministry of Consumer Services. But this work is not being done as it should. The main reason is that this particular sub-unit is small and not completely staffed. Also the Ministry does not have computers. But even if it did, that fact does not solve the problem of creating ASU's.

Without qualified specialists--mathematicians, programmers, economists--electronic computers cannot give results. This means that we must analyze and then enlarge the scope of this department at the institute, organize the selection and training of personnel so that in the future this department can become an information and computer center.



At the 17th Congress of Trade Unions, Comrade L. I. Brezhnev stated that the development of production will be all the more successful as working and living conditions are improved. A large role is to be played by the service industry, as was pointed out at the May Plenum of the CPSU Central Committee. Therefore the most important task in this industry is the perfection of its planning and managerial structures.

9964

CS0: 1827/152

## HOUSING AND PERSONAL SERVICES

### MOSCOW CONSTRUCTION WORKERS' BUILDING PROJECTS FOR FOOD PROGRAM

Moscow STROITEL'STVO I ARKHITEKTURA MOSKVY in Russian No 8, Aug 82 pp 2-3

[Article: "The Food Program Is a National Cause"]

[Excerpts] In the years that have passed since the March 1965 Plenum of the CPSU Central Committee the material-technical base of Soviet agriculture has been qualitatively improved. The power-worker ratio has more than tripled and labor productivity at the kolkhozes and sovkhoses has almost doubled. Specialized livestock complexes and large poultry factories with industrial production technology have been built. Highly efficient interfarm and agroindustrial enterprises and associations are developing. New sectors that serve agriculture have been formed. Profound changes have taken place in the living and working conditions of Soviet peasants and many social problems have been solved.

Nonetheless, we cannot be content with what has been achieved. We cannot fail to see that the food problem is still far from being solved. The demand for meat and dairy products is not being met and we have a shortage of vegetables and fruit.

Making use of the increased economic potential the party posed a challenge: supply the population with all types of food as quickly as possible. The Food Program was developed to meet this challenge. The program envisioned grain production in the 11th Five-Year Plan of 238-243 million tons, and 250-255 million tons in the 12th Five-Year Plan. Average annual meat production (slaughter weight) in the 11th Five-Year Plan is to be raised to 17-17.5 million tons, and 20-20.5 million tons in the 12th Five-Year Plan. The corresponding figures for milk are 97-99 million and 104-106 million tons, while for eggs they are 72 billion and 78-79 billion. The production of many other food products will also rise and the organization of food trade will be improved.

In the 11th Five-Year Plan 233 billion rubles of capital investment in the sectors of the agroindustrial complex is to be incorporated, including 189.6 billion rubles in agriculture. In the 12th Five-Year Plan it is contemplated that the sectors of the agroindustrial complex will be allocated 33-35 percent of the total volume of capital investment in the national economy, including 27-28 percent for agriculture directly.

Measures toward social reorganization of the countryside are an organic part of the Food Program. This refers to building good housing, chiefly detached houses

with outbuildings in the yard for personal subsidiary operations, expanding the construction of schools, children's preschool institutions, and clubs, and improving medical, trade, and domestic service to the rural population. The state plans to appropriate roughly 160 billion rubles for these purposes in the 1980's. This is not just a large figure; it also represents a major policy that aims at eliminating the significant social differences between the city and the countryside.

In the current five-year plan the construction workers of Moscow will incorporate more than 1 billion rubles of capital investment for construction and reconstruction of facilities of the agroindustrial complex. In the first quarter of this year alone hundreds of tons of building materials beyond the plan were sent to the countryside. The collectives of organizations of Glavmospromstroy [Main Administration for Industrial Construction in Moscow and Moscow Oblast] are taking an active part in construction and reconstruction of the enterprises that produce food goods, industrial enterprises, and scientific research institutes involved with the development of agriculture, and in the construction of vegetable-fruit centers, hothouses, and agricultural facilities. In 1981 72.5 million rubles was incorporated at these construction sites. Modern fruit-vegetable storehouses equipped with refrigeration and active ventilation were built in the city and at the points of agricultural production and the network of large refrigeration combines, general products warehouses, and elevators for storage of grain and production of high-grade flour was expanded.

The collective of the Stroitel' Trust is working at many different projects. It builds residential housing, nursery schools, schools, and other facilities in various parts of Moscow. In addition to traditional urban projects it also works on rural projects. One of them is the hog-raising complex at the Safonovskiy Sovkhoz in Ramenskiy Rayon of Moscow Oblast. They have built 10 residential buildings, a shopping center, a nursery school, and a general school for the livestock workers there. Work on production sites is going forward full steam.

Last year Moscow organizations together with the ministries and planning agencies worked out measures to supply Moscow with food in the 11th Five-Year Plan. These measures envision construction and reconstruction of 40 enterprises and shops, including introduction of new capacities at them. This will make it possible in 1985 to increase the production of primary foodstuffs by an average of 30 percent, with increases of 50-100 percent for certain products.

Moscow organizations face a large volume of capital construction in sectors of the agroindustrial complex in connection with the Food Program. During the current five-year plan they are to build and introduce many facilities for the food, meat-dairy, and fish industries as well as hothouses, storehouses, and trade and public catering enterprises. Plans envision that they will do 216 million rubles worth of construction-installation work at kolkhozes and sovkhoses of the Non-chernozem Zone of the RSFSR and build a number of large animal husbandry and hog complexes, new capacities for poultry factories, residential buildings with a total area of 300,000 square meters, schools, children's institutions, and domestic and municipal service facilities.

At a meeting of activists of the Moscow party organization it was observed that construction of facilities for the agroindustrial complex is seriously lagging. The managers of the main construction administrations of the Moscow City Executive Committee, construction organizations of the ministries, and client agencies are still not giving adequate attention to the construction of these projects. The managers of Glavmospromstroy have been told several times that construction of the smoked sausage shop at the Moscow Meat Combine, city dairy combine No 5, the pastry-confecitinary combine in Vykhino, and the second phase of the fish processing plant in Korovino is behind schedule. But adequate steps have not been taken to accelerate construction on these projects.

Agricultural projects are also going slowly. Glavmospromstroy still has not launched two projects envisioned by the plan for 1981: the 1,200-head livestock complex at the Sovkhoz imeni Lenin and hothouses with an area of five hectares at Kolkhoz imeni Dzerzhinskiy in Moscow Oblast. They have also failed to introduce a number of housing, cultural-domestic, municipal, and auxiliary facilities. Glavmospromstroy, together with the ministers and departments, has now outlined and adopted steps to insure fulfillment of the assignment.

COPYRIGHT: Izdaniye Mosgorispolkoma, 1982

11,176

CSO: 1827/164

## HOUSING AND PERSONAL SERVICES

### NORTHERN RAYON CRITICIZED FOR SUPPORT OF MEDICAL SERVICES

Moscow SOVETSKAYA ROSSIYA in Russian 4 Sep 82 p 1

[Article by Ye. Goloshumov, Arkhangel Oblast: "The Ills of a Rayon Hospital"]

[Text] The letter was signed by 77 people. A vital problem had forced them to turn to the correspondent's post of SOVETSKAYA ROSSIYA for help. "The point is," the inhabitants of Leshukonskiy Rayon of Arkhangel Oblast reported, "that we cannot obtain qualified medical care, not just at our places of residence but even in the rayon center."

I will introduce a letter from N. V. Patrakeyeva, secretary of the rayon party committee who oversees public health.

"Certain aspects of the criticism are justified, but everything is not so bad," Nadezhda Vasilyevna summed up. "We are constantly monitoring questions of public health and reviewed them in the bureau about a year ago. We requested that the oblast department of public health send a qualified brigade of specialists to the rayon. What we consider to be a program decree was adopted on the basis of this brigade's conclusions and recommendations. The decree was later discussed at a party meeting and at the central rayon hospital."

How calm everything appears, if we judge by this discussion. Necessary measures were taken; they responded appropriately to all problems. But what really happened?

First of all let us look at the material-technical base of rayon public health. Here are the facts: the polyclinic building is in very poor sanitary-technical condition and urgently needs repair and expansion. The maternity, infectious disease, and surgical departments operate on emergency status because they do not have proper conditions for normal examination and treatment of patients. The rooms are cold because the boiler does not provide heat. These facts were found by a commission from the oblast public health department three years after the bureau of the rayon committee adopted its decree "Steps Toward Further Improvement of Public Health in the Rayon." This commission did not travel to Leshukon'ye at the initiative of the rayon or in connection with an upcoming bureau meeting; it went there pursuant to a collective letter of complaint. After finding that the rayon does not have proper conditions for normal examination and treatment of patients the commission prohibited operations and required that patients be

sent to the oblast hospital in Arkhangelsk. At the same time it also found other violations: poor organization of the work of medical personnel, overexpenditure of food products, improper weighing of food products, feeding medical personnel (without payment) at hospital expense, and a lack of control over food quality.

Let us return now to the statement of N. V. Patrakeyeva, secretary of the rayon party committee, that things are not as bad as the letter said. What does this mean? New doctors have come to Leshukon'ye in place of those who left. They have been given housing. Eight nurses were sent to medical assistant-midwife classes. The administration of two sector hospitals has been strengthened. Nonetheless, all this is far from enough. The rayon hospital has 12 vacancies among middle-level personnel and 26 vacancies among junior medical personnel. Three medical stations are not staffed. Worker mobility is high; as many people are leaving as are arriving.

They still take the same approach, saying that some things have been done. Evaluation should not be done by efforts, but rather by the final result!

A. N. Petukhov, head doctor at the hospital, takes a similar position. He believes that they have purchased "as much medical equipment as possible" in recent years, but they are far not just from the ideal but even from what is necessary for normal working conditions. The head doctor showed me the X-ray office, which it would be more accurate to call an X-ray hut because it is located in a small wooden shed. Because of the crowded conditions the obsolete equipment cannot be replaced with new equipment; it would not fit because of its size.

Indeed, the entire hospital complex which consists of a large number of wooden structures, for the most part dilapidated (they were built as far back as the 1930's) could more accurately be called a "medical backwater." The main doctor explained, "Every now and then we have to patch things up and simply do our best." They "patched up" the surgery department, and they are "patching up" the polyclinic, which is situated in the former Kolkhoz Member Building. To improve conditions somehow, they decided to build a combined wood-brick structure with the surgery department in one wing and the maternity department in the other. But this still is no answer to the situation. The authors of the collective letter to the correspondent's post are correct: the question to be decided is building a new hospital.

It appears that the rayon executives have adopted an incorrect position here, a passive and dependent position. They seem to think that all questions are decided somewhere else. But a large share of the problems discovered by the commission from the oblast public health department were the results of irresponsibility by workers at the rayon level.

At this point a meeting of the bureau of the rayon committee should have been called to hear from head doctor Petukhov, a communist, and also from those comrades at the rayon party and executive committees who were overseeing public health. This is also where the responsible officials of the oblast public health department could have been asked why they had waited for collective letters about the mess at the hospital and not sounded the alarm earlier? Instead of this

there was a calm resolution by first secretary of the rayon committee I. M. Maksimov to the oblast department inquiry: "Inform members of the bureau..." What followed? What followed was a meeting at the Arkhangel Oblast executive committee. More talk, and what result? Another collective letter.

In the office of the rayon committee secretary we analyzed fulfillment of that part of the decree of the bureau of the rayon committee which outlined steps to strengthen the material base of public health. The head doctor stated over and over, "not fulfilled" and "not being fulfilled." N. V. Patrakeyeva, secretary of the rayon committee, complained, "They told us about that a little too late." This seemingly insignificant admission concealed a great deal: both a lack of timely information on the wants and needs of medical workers and a habit of expecting someone else to provide this information. This is a bad habit.

The recent decree of the CPSU Central Committee and USSR Council of Ministers which outlined additional steps to improve the organization of medical care to the population says that work to improve public health services is one of the key social tasks set by the 26th CPSU Congress. This is the standpoint from which we should evaluate the work of party activists, people's deputies, sovkhos directors, and the managers and administrators of various organizations and institutions, including public health institutions.

11,176

CSO: 1827/164

## HOUSING AND PERSONAL SERVICES

### QUESTIONS ON RULES OF GRANTING VACATION ANSWERED

Moscow SOVETSKAYA ROSSIYA in Russian 11 Jul 82 p 3

[Answers by Zheludkov, sector chief in the legal department of AUCCTU to reader questions: "Summer Vacation"]

[Text] "I get 18 days of vacation. The trade union gave me a pass to a sanitarium where the course of treatment takes 24 days. Do I have the right to extend my vacation six days without pay?" Yu. Krivtsov, Vologda.

[Answer] If the regular and supplementary time of a worker or employee are inadequate for travel to and from the sanitarium and the course of treatment there he is given a grant under state social insurance for the entire period of sanitarium-resort treatment (the period of the pass) plus travel time to and from the resort, but minus the regular and supplementary vacation time. This rule is applied when the pass to the sanitarium was issued by a trade union committee (or higher trade union organization) free or with payment of 30 percent of the cost, out of the social insurance budget.

In other cases the administration can grant the person vacation without pay for the remaining time.

"My husband is in the military service and his vacation time is strictly scheduled. I work as a bookkeeper at a plant. Does the administration have to consider my husband's vacation time when granting me vacation?" V. Moiseyeva, Saransk

[Answer] The question of granting you vacation at the same time as your husband can be decided affirmatively by the administration and trade union committee when approving the schedule of annual vacations if granting it at this time will not have a harmful effect on the work of the enterprise.

"According to the schedule my vacation is in July, but it would be more convenient for me to take my vacation in September before my maternity leave. Does the administration have to grant this request?" A. Kuznetsova, Penza



[Answer] According to Article 166 of the RSFSR Labor Code, where a woman requests it the annual vacation is granted before maternity leave or immediately after it regardless of her working time at the particular enterprise. Therefore, the administration must satisfy your request, even if the schedule of vacations approved at the start of the year put your vacation at a different time.

"I have two minor children. What privileges can I use in selecting my vacation time?" N. Shcherbeyeveva, Kursk

[Answer] According to law working women with two or more children under the age of 12 are given a priority right to receive their annual vacation during the summer or other convenient time for them.

When working out and approving the schedule of vacations for workers at the enterprise the administration and trade union committee must consider the wish of a woman to take vacation at a time that is convenient to her.

"I work as a wood grinding machine operator in the wood processing sector. My job is considered harmful. Should I get additional vacation? I have heard that people who work in harmful working conditions are granted such vacation." V. Avdeyev, Tula

[Answer] Indeed, workers and engineering-technical personnel who work in harmful working conditions have the right to additional vacation time. The list of sectors, shops, occupations, and positions with harmful working conditions where work gives the right to additional vacation was ratified by decree No 298/II-22 of the USSR State Committee for Labor and Wages and the Presidium of the AUCCTU on 25 October 1974.

According to this list in the wood processing sector wood grinding machine operators permanently employed in grinding work using abrasive paper and the dry method have the right to an additional six working days of vacation.

"It happened that I did not go on vacation for three years. When I requested to use the vacation not used earlier the administration, referring to paragraph 49 of the Statute on Procedures for Hearing Labor Disputes, agreed to give me only two of them. Is the administration correct?" M. Vasil'yeva, Sevastopol

[Answer] No, it is not. In a case where vacation was not granted to a worker for several years in a row (for example three years) for reasons not depending on the worker, the enterprise administration is obliged to compensate for this violation of the law by making up the full time of vacation due. The legal document referred to by the administration in this case is not relevant. It refers to the right of a body that has heard a labor dispute (commission for labor disputes, trade union committee, or people's court) to deliver a judgement that monetary compensation should be paid for the unused vacation for not more than two work years. This rule in no way restricts the rights and duties of the enterprise to make up its indebtedness to the worker or employee.

## HOUSING AND PERSONAL SERVICES

### INTEGRATED RURAL HOUSING CONSTRUCTION BEING EXPANDED

Moscow EKONOMICHESKAYA GAZETA in Russian No 33, Aug 82 p 5

[Article by G.P. Pavlov, first secretary of Lipetsk Obkom: "Integrated Transformation of the Village"]

[Text] An organic part of the USSR Food Program, approved by the May (1982) Plenum of the CPSU Central Committee, consists of measures for social restructuring of the village. In the eighties, it is planned to spend in the country for this purpose approximately 160 billion rubles. "Even according to our scale, this is a big figure," Comrade L.I. Brezhnev emphasized in his report at the Plenum. "But it is not just a big figure. It is a big policy aimed at the eradication of social difference between town and country."

In our oblast, considerable civil housing construction in rural localities was going on even before. But the situation required the concentration of efforts first of all in strengthening of the material-technical base of agricultural production, for which reason only about 12 percent of the volume of capital investment was allocated for housing and social-cultural and consumer facilities. This circumstance influenced to a certain degree the increase of the rural population's outflow to cities. It became clear that further growth of production of agricultural products depends to a significant degree on keeping cadres in rural areas and creating stable labor collectives.

"Sel'skiy Zhilstroy" [Rural Housing Construction Trust]

In general this problem is becoming more and more complex, multifaceted. But speaking of the main thing, its solution has to begin with the accelerated construction of modern well-appointed housing for rural workers. And it is necessary to make an effort to have rural settlements that are convenient, beautiful, harmonizing with surrounding nature, as, for example, is done at Svetlyy Put' Sovkhoz. Only in such a case will they be attractive to people.

The oblast party committee and the oblispolkom approved and supported the initiative of the leading collectives of construction organizations and a number of kolkhozes and sovkhozes, which had decided to conduct construction of housing and facilities for social and cultural use at an accelerated pace during the 11th Five-Year Plan. On studying the proposals of the collectives, the bureau of the CPSU obkom and ispolkom of the oblast soviet of people's deputies

adopted in March 1981 a decree providing for the construction and operation during the 11th Five-Year Plan of dwellings in rural localities with a floor-space of a million square meters, schools with 16,500 places, hospitals with 970 beds, children's institutions with 3,700 places, clubs and houses of culture with a floorspace of 42,000 square meters, hard-surface roads totaling 1,500 kilometers. It is important to emphasize that the planned volume of rural construction exceeds more than twofold the level achieved during the 10th Five-Year Plan.

The program of integrated transformation of the village immediately acquired a descriptive name among the oblast's labor collectives--"Sel'skiy Zhilstroy" [Rural Housing Construction Trust]. It was supported both by rural workers and by production collectives of cities and worker settlements. Almost all the workers of our oblast are today participating in the realization of this program. An oblast party headquarters was created for the purpose of better organization of housing construction.

The operation of the headquarters was subordinated to a main objective--mobilization of collectives for the successful accomplishment of set targets and adopted commitments for rural social construction. On the basis of its proposals commissions were created to provide construction projects with material and technical resources and to organize effective social competition. These commissions were headed by responsible personnel of the oblast party committee and the oblispolkom. A press center was also organized at the CPSU obkom. Similar headquarters, commissions and press centers were created in all of the oblast's rayons. They constantly monitor the course of fulfillment of targets and effectively adopt concrete measures for eliminating defects and also look after timely allocation of needed material-technical resources.

Basic directions were determined in the building up of rural residential centers, additional internal reserves of material resources were located and a great deal of explanatory work was done among collectives of construction workers for the purpose of boosting their initiative and labor activity. New conditions were worked out for socialist competition in rural rayons and at kolkhozes and sovkhozes, construction organizations and sponsoring enterprises. All this contributed to the successful fulfillment of plans and adopted socialist commitments. Last year, 3,805 living accommodations with a total floor-space of 229,700 square meters were made available to workers. This is almost 1.7-fold more than specified in the initial plan.

The accomplishment of such a strenuous program requires a significant increase in the production of basic construction materials and products. At Zhelezbeton Trust of Glavlipetskstroy, for example, additional capacities were created for the production of prefabricated large-block houses of the homestead type with a productivity of 50,000 square meters of housing per year. Construction is being completed this year of shops for large-panel house construction at the oblast interkolkhoz construction association and Lipetksel'stroy Administration with a total capacity of 80,000 square meters of housing per year.

## From Local Resources

In order to select an optimal version of a plan of a dwelling house for construction among the central buildings of kolkhozes and sovkhozes, a decision was made for the construction of an experimental village at Krasnyy Kolos Poultry Sovkhoz in Lipetskiy Rayon. The purpose of the experiment was to build with the resources of our construction units modern dwellings from local construction materials and designs for more sophisticated plans and, after accumulating positive experience in this work, to use it at most of the oblast's farms.

The practice of rural housing construction in our and other oblasts dictates that it is most practicable to conduct construction not of separate houses but rather of groups in a complex with all the facilities of cultural, consumer and municipal-services designation. This is why general plans for their construction were worked out for all central locations of kolkhozes and sovkhozes. In accordance with these plans construction is now in progress of housing and social, cultural and consumer facilities.

According to the housing construction plan for this year approved by the bureau of the CPSU obkom and the oblispolkom, there will be built and opened for use at kolkhozes and sovkhozes 4,201 accommodations with a floorspace of 250,000 square meters, schools with 1,842 places, children's preschool institutions with 575 places, clubs and houses of culture with 950 places, dining rooms with 200 places, stores with 34 work places and many other facilities for cultural and consumer use. A significant contribution is being made to the realization of what was indicated by the main rural construction organizations --the oblast interkolkhoz construction association and Lipetsksel'stroy Administration. Last year these collectives turned over for use 436 living accommodations, this year more than 900 should be built. Because of the sharp increase of housing construction, a special administration has been created at the oblast interkolkhoz construction association, which has been staffed with qualified cadres and provided with the necessary machines and mechanisms. The construction of dwellings has essentially been put on a flow basis.

The half-year results show that on the whole the "Sel'skiy Zhilstroy" program is being fulfilled successfully in conformity with the schedule worked out at the oblast party headquarters. It is especially gratifying that construction of housing at kolkhozes and sovkhozes is increasing by means of the in-house method. It is also important that local party organizations are not permitting any "truncated variants" of turning over of the facilities.

## Assistance to City Dwellers

We should dwell especially on the construction of residential houses erected by sponsoring enterprises and organizations. Last year provided rich experience in this matter. Enterprises and organizations of Gryazinskiy Rayon, for example, integrated construction of dwellings in the central locations of Korobovskiy and imeni Krupskaya sovkhozes in compressed time and with good quality. All the houses are heated from a central boilerroom. In talks with directors

of these enterprises and organizations, it was established that such a concentration of forces and resources on a limited number of facilities is most effective. It became possible to provide assistance to each other with machines and mechanisms and some materials inasmuch as a community of interests appeared among the enterprises and organizations. An effective socialist competition was organized among the labor collectives. All this contributed to the successful fulfillment of the set tasks. This year, the enterprises and organizations of Gryazinskiy Rayon are building jointly a village of 43 houses at Pribytkovskiy Sovkhoz.

The work of cooperation of the collective of Promstroy Trust with sponsored farms of Lev-Tolstovskiy Rayon is worthy of consideration. All the work on construction of the housing here is done according to the principle of available possibilities. The trust through economical use of materials is helping its sponsored farms with reinforced concrete constructions, cement, carpentry items and other materials and load lifting mechanisms. Promstroy does special and finishing work, while bricklaying and roof work are done by the farms themselves. Last year, Lev-Tolstovskiy Rayon and Promstroy Trust were winners in the socialist competition.

A considerable volume of work is done by the in-house method. This year 131,000 square meters of housing were done in this way.

Last year's experience shows that the rate of housing construction, other conditions being equal, was considerably higher in those rayons and at those farms which political and ideological educational work is well organized and cultural and consumer services are provided for the people engaged in the erection of the facilities. For increasing the effectiveness of socialist competitions, many of the facilities have been provided with special mobile field housing and display stands were set up.

Major attention is paid to timely and more complete information to the community on the state of affairs of the housing construction. For this end, the pages of oblast and rayon newspapers and broadcasts of the oblast radio regularly provide reviews and tell about production pacemakers as well as disclose work deficiencies. The press center of the CPSU obkom weakly issues posters describing in graphic form housing construction for rural workers. Such materials are also released by press centers created under CPSU gorkoms and raykoms. Thus recently the party obkom's press center issued a poster "At Mayak They Do the Building Themselves." Mayak Sovkhoz, it is stated in it, is building almost all the houses and social, cultural and consumer facilities itself. The brigade of construction workers has now been headed 16 years by V. Morozov. The collective is constantly being added to from among the graduates of the local school who have worked in the brigade during the period of summer practice. Since the beginning of the year, the brigade has turned over for operation a trade center and four dwelling accommodations. Another 10 dwelling accommodations will be made available not later than 7 October of this year.

All this makes it possible to involve in the work all reserves of economy, to reduce the time, to widely disseminate and assimilate the experience of the

best construction brigades, farms and sponsoring enterprises, which means to build better and to more effectively utilize materials and mechanisms.

A process in reverse has essentially begun in the oblast--an influx of population from cities and rayon centers to the renovated villages. Last year, our rural population increased by 2,800 persons. Farms receive thousands of applications from qualified specialists with request for work in the countryside.

The decree of the party obkom's plenum, discussing the tasks of the oblast party organization in the light of the decisions of the May (1982) Plenum of the CPSU Central Committee, specifies a complex of measures providing for unconditional fulfillment of the outlined program of rural housing construction. Their accomplishment requires of communists and all workers of rayons, kolkhozes and sovkhozes, construction organizations and sponsoring enterprises a great deal of effort and purposefulness in work. We are confident that the adopted commitments will be fulfilled. By the 65 anniversary of Great October, rural workers will have celebrated more than 4,000 moving-in celebrations.

7697

CSO: 1827/171

## HOUSING AND PERSONAL SERVICES

### HOUSING, HEATING SYSTEMS IN UKRAINE BEING READIED FOR WINTER

Kiev PRAVDA UKRAINY in Russian 27 Aug 82 p 2

[Article by Yu. Pustovarov, deputy minister of UkSSR housing and municipal services: "Learning the Lessons of the Past: To Prepare in a Model Manner Housing for the Winter"]

[Text] On the calendar, the last month of the summer as well as the present concerns of personnel of housing and municipal services of the republic are aimed first of all at preparation of the multisectorial city services for the winter. Much has to be done: repair and testing of boiler and heating systems and bringing into the proper state roofing of buildings, ensuring reliable airtight sealing of interpanel junction seams, heating of houses and acquisition of fuel.

The great majority of the organizations of our ministry last winter worked smoothly and the population of the republic's cities essentially did not experience any inconveniences. Essentially, but not everywhere. Heating boilers were not repaired in time in some cities of Donetsk, Zhitomir, Transcarpathian and Ternopol oblasts. The capital repair of heating systems in Volyn, Zaporozhye, Ivano-Frankovsk and Kiev oblasts dragged out right into the beginning of the season. Serious lapses occurred in the preparation of central heating and hot-water supply systems of houses in a number of other oblasts.

The operation of the organizations of housing and municipal services of the republic was exhaustively studied last winter by the ministry. Together with ispolkoms of local soviets of people's deputies, tasks for the new season were determined. The preparation of the housing fund is proceeding successfully in Dnepropetrovsk, Vinnitsa, Kherson, Donetsk, Crimean and Zaporozhye oblasts and in Kiev. But unfortunately the necessary conclusions have not been made from the lessons of last winter in Odessa, Ternopol, Ivano-Frankovsk and Transcarpathian oblasts. In Voroshilovgrad, Kiev, Kirovograd, Kharkov and Chernigov oblasts and in Sevastopol capital repair of housing is greatly behind schedule.

A considerable volume of work contributing to better preparation of buildings will be done in time for the now traditional inspection of the technical condition of housing in the republic's cities and villages. It began in April and will be completed in October. In addition to housing and municipal services, there will participate in it public and trade-union organizations, house committees and the population.

Moreover, from 15 August through 15 October, organizations of UkSSR housing and municipal services and of the republic Ministry of Consumer Services conduct a two-month period on model preparation of housing and heating for the winter. Personnel of housing and municipal-services organizations and representatives of the community are now engaged in large-scale explanatory work among the population. Tenants of dwellings are assisted on the basis of their orders in preparing their quarters for winter and winterizing their windows and doors.

Much must be done by the heat supplying enterprises of our sector. Zaporozh'teploset', Volyn'teploset', Voroshilovgradteploset' and Khar'kovteploset' are doing a good job of carrying out their duties. But in Kiev, Ivano-Frankovsk and Poltava oblasts, there has been observed a lag in the repair of heating services. Fuel procurement is doing poorly in Transcarpathian, Lvov, Poltava, Kharkov and Cherkassy oblasts.

In Chernigov, Khmel'nitskiy, Odessa and Rovno oblasts, repair of heating furnaces and central-heating systems is proceeding unsatisfactorily.

The progress of construction of new sources of heat supply and heating systems built by republic ministries is creating serious concern. In particular, we are extremely disturbed by the situation in Donetsk, Transcarpathian, Ivano-Frankovsk, Kiev and Kirovograd oblasts. In the first half of the year, schedules were not adhered to in making boilers operational in Gorlovka, Kirovograd and Uzhgorod. Heating capacities in Dneprodzerzhinsk, Donetsk, Ivano-Frankovsk and Vasil'kov are in danger of not becoming operational on time.

There is still time to decisively rectify matters at construction sites and we would like to believe that the Ministry of Heavy and Machine Building, the Ministry of Industrial Construction, the Ministry of Rural Construction and the Ministry of Installation and Special Construction Work of the republic will implement all the measures for this.

The municipal-services and consumer sector uses more than one-tenth of all fuel resources. Our services do much for their economical expenditure. New equipment and progressive technology are being introduced, other reserves are being sought out. But it is necessary for each citizen to handle economically the heat and hot water supplied to his apartment. It has been calculated that in order to maintain a comfortable temperature in a two-room apartment it is necessary for a TETs or in a boilerroom to burn as much as 2 kilograms of coal each hour. If windows and doors are not winterized, if the window ventilation pane is kept open all the time, its expenditure doubles. An uneconomical family during the heating season makes it necessary to spend more than 7.5 tons of coal above the norm.

A responsible period has come to housing and municipal services. Workers of our sector are doing every thing possible to see to it that the population of each city and each village has the maximum of conveniences during the winter.

7697

CSO: 1827/171



## HOUSING AND PERSONAL SERVICES

### NEW CITIZENS' STRUCTURE INSURANCE RULES EXPLAINED

Minsk SOVETSKAYA BELORUSSIYA in Russian 30 Jul 82 p 4

[Article by P. Lyashkevich, chief of the Main Administration of Gosstrakh BSSR, in the column "Information Bureau": "What Is New in Insurance"]

[Text] The Presidium of the USSR Supreme Soviet in a Ukase of 2 October 1981 "On State Obligatory Insurance of Property Belonging to Citizens" and the USSR Council of Ministers in a corresponding decree established that as of 1 January 1983 structures (dwellings, garden houses, vacation homes, farm buildings) owned by citizens will be subject to compulsory insurance in the amount of 40 percent of their actual value according to appraisal norms developed on the basis of existing state retail prices for construction materials, hauling rates and wage rates of construction workers.

The insurance of structures on the basis of existing retail prices provides an increase in the sum of insurance of threefold or more depending on locality and type of structures.

In the case of destruction or damage to structures from natural calamities and other events, the size of payment of insurance compensation to their owners is increased in accordance with the growth of the sum of insurance.

The new legislation significantly expands the list of cases in the occurrence of which payment of insurance compensation is carried out. It, aside from already known cases, includes those that are unusual to a given locality, such as prolonged rains, copious snowfall, as well as damage to the heating system, water and sewerage pipe systems and so forth. A number of restrictions on payments of insurance compensation for destroyed or damaged structures, including for gross negligence in the case of fire, have been abolished. Payments will not be made in that case which is the result of premeditated acts.

Thus, the new conditions of compulsory insurance of structures guarantee benefit to the population.

As of 1 January 1983, structures of citizens can be insured also on the basis of voluntary insurance within the limits of the same amounts as in compulsory insurance and in the end can be provided with insurance protection in the amount of 80 percent of their actual value.

Contracts of voluntary insurance of structures are concluded with insurance agents (inspectors) of Gosstrakh. Payments can be made to Gosstrakh organs from the pay of workers, employees and kolkhoz farmers without cash transfer through enterprises, institutions and kolkhozes.

Insurance compensation in the case of destruction or damage to structures is paid to citizens by the inspection of Gosstrakh that produced the insurance in the same way for compulsory and for voluntary insurance.

7697

CSO: 1827/170

## HOUSING AND PERSONAL SERVICES

### NEW CONDITIONS OF COMPULSORY INSURANCE OF CITIZENS' STRUCTURES

Moscow FINANSY SSSR in Russian No 6, Jun 82 pp 21-23

[Article by L.K. Nikitenkov, deputy chief of Main Administration of Gosstrakh USSR, candidate of economic sciences"]

[Text] In our country, dwellings and other structures belonging to citizens and constituting the basis of the individual housing fund are subject to compulsory insurance. We know that up to the present time obligatory insurance of these structures was done on the basis of an estimate computed on the basis of wholesale prices operative in 1939 for construction materials, rates for hauling them and pay rates of workers engaged in construction.

Compulsory insurance on the basis of the indicated prices does not fully meet the growing needs of the population for insurance protection. In the time that has elapsed retail and wholesale prices for construction materials have grown, rates for their transportation and the pay of construction workers have gone up, as a result of which insurance of structures has been at a very low level. Moreover, the population acquires construction materials at state retail prices, which are higher than wholesale prices. These circumstances have led to the fact that the valuation of structures for compulsory insurance of most citizens' households amounts to 10-15 percent of the actual value of the structure. For this reason on 2 October 1981, the Presidium of the USSR Supreme Soviet issued the Ukase "On State Obligatory Insurance of Property Belonging to Citizens." The USSR Council of Ministers adopted a decree on this question.

The new legislation provides that as of 1 January 1983 structures (dwellings, garden houses, vacation homes, farm structures) owned by citizens will be subject to obligatory insurance. The valuation of structures for insurance purposes will be done with estimate norms based on state retail prices for construction materials, their transportation rates and pay rates of construction workers. In this connection the insurance amount for state obligatory insurance of structures is set at 40 percent of their present value.

Insuring of structures on the basis of existing retail prices assures a two-threefold or higher rise in the insurance amount depending on location and type of structure. For example, according to the former conditions of obligatory insurance of structures in the RSFSR, the average amount of insurance per household in a rural locality amounted to 690 rubles, while according to the new

conditions it is equal to 2,208 rubles, or a 3.2-fold increase. In the Ukrainian SSR, it is being increased respectively from 550 rubles to 1,760 rubles, in Belorussian SSR--from 719 rubles to 2,303 rubles, in Tajik SSR--from 612 rubles to 1,666 rubles and in Armenian SSR--from 1,307 rubles to 2,891 rubles. Amounts of insurance are significantly increased for compulsory insurance of structures of households of citizens located in rural areas in other union republics as well.

Insurance under the new conditions is also higher for state compulsory insurance of structures owned by citizens in urban localities.

In the past, structures in urban localities were differentiated from structures in rural localities on the basis of their design, construction materials and finishing work. This was taken into account in 1939 in the development of norms for valuation of structures belonging to citizens in cities. This explains why valuation of structures in such localities was higher.

At the present time, many types of structures in rural localities correspond in terms of their size, characteristics of construction materials, inner planning and finishing to those erected in urban localities. Naturally, the new norms for the valuation of the same types of structures in urban and rural localities will not differ or differ only insignificantly. In this connection, the amounts of insurance in obligatory insurance of structures in urban localities will increase at a somewhat lower rate than in rural localities. Thus, for the insurance of structures in urban localities of the RSFSR, the average amount of insurance per household of citizens is 1,013 rubles and under the new conditions--1,823, that is, it is increased 1.8-fold; in Belorussian SSR it has grown from 1,291 rubles to 2,583 rubles, in Kazakh SSR--from 1,206 rubles to 2,703 rubles, in Georgian SSR--from 1,595 rubles to 2,170 rubles and in Turkmen SSR--from 1,145 rubles to 2,291 rubles. Amounts of insurance are also being increased in other union republics. In the case of destruction or damage to structures as the result of natural calamities or other events, the respective growth of insurance amounts and the payment of insurance compensation to their owners are increased.

It is important to note that the list of events (insurance cases) whose occurrence results in the payment of insurance compensation has been significantly expanded. In addition to fire, explosion, stroke of lightning, flood, earthquake and landslide, there have been also added: freshet, mud stream, tsunami, emergence of subsoil water, prolonged rains and copious snowfall unusual for a given locality, breakdown of heating system, water or sewerage pipe system as well as cases where in connection with unexpected threat of some natural calamity (and not just fire or flooding) it was necessary to disassemble the structure or move it to another place.

Under the new conditions of obligatory insurance, a number of restrictions on the payment of compensation to citizens for destroyed or damaged structures have been done away with. Insurance compensation will not be paid only in the case of destruction of or damage to structures caused by deliberate acts of the insurer or a member of his family who is of age. In other words, the earlier existing principles of determining culpability, which looked upon gross

negligence with fire in insurance of structures as a basis for refusal of payment have been abolished. Now practically all accidents come under the responsibility of Gosstrakh organs, which guarantees payment to citizens in essentially all cases which are of material damage.

It should be added to what has been said that the new conditions of obligatory insurance are oriented to increased measures of protection of the interests of the population since insurance payments are practically not increased despite a significant rise of insurance security and expansion of the range of events (insurance cases) resulting in material damage and insurance compensation paid by Gosstrakh organs.

With the onset of a so-called "insurance case," that is, with the destruction or damage to a structure from the above-mentioned reasons, the size of damage for obligatory insurance is determined on the basis of the insurance amount. With the complete destruction of a structure, insurance compensation equals the insured amount. If something remains of the destroyed structure that is suitable for further use in construction, its value is determined with account being taken of wear as well as loss of value as a result of the insurance incident. Insurance compensation in this connection will be computed through the deduction of 40 percent of the value of what remains from the insurance total.

In the case of damage to a structure, insurance compensation is determined in the amount of 40 percent of the cost of the repairs reduced commensurately by the percentage of wear. From the obtained result, there is also excluded 40 percent of the value of what remains (if such exists) suitable for the construction of parts, while the costs relating to saving of the structure are added thereto.

The cost of repairs is calculated on the basis of state retail prices for construction materials, their transportation rates and wage rates of construction workers.

For example, the amount of insurance in obligatory insurance of structures (the wear of the structure equaling 15 percent) amounts to 2,600 rubles. Structures damaged as the result of a fire; cost of restoration (repair)--1,800 rubles, value of remains of damaged parts of structures with account being taken of wear and depreciation--60 rubles. In this case, for computation of compensation in obligatory insurance, it is necessary to determine the sum of wear from the cost of repairs:  $1,800 \times 15:100 = 270$  rubles and then 40 percent of the value of the remains:  $60 \times 40:100 = 24$  rubles. The insurance compensation will equal 1,506 rubles (1,800 rubles - 270 rubles - 24 rubles).

In order to more fully compensate citizens for losses from the destruction of or damage to structures in natural calamities and other events, voluntary insurance of structures is done. As of 1 January 1983, structures belonging to citizens can be additionally insured on a voluntary basis within the limits of the same insurance amounts as used in compulsory insurance.

Thus it becomes possible to provide insurance protection for structures in the amount of 80 percent of their present value. Voluntary insurance is done

for the sake of possible destruction of or damage to structures from the same natural calamities or events as for compulsory insurance.

With the conclusion of a contract, the citizen with a cash payment brings the money to the insurance agent (inspector), who issues him an insurance certificate.

For the creation of the biggest possible conveniences with accounts relating to voluntary-insurance contracts, payments can be made to Gosstrakh organs by means of a written order. In this case, enterprises, institutions and organizations carry out written instructions of workers and employees to transfer from their earnings insurance payments on voluntary-insurance contracts. Kolkhozes also perform similar instructions of kolkhoz farmers.

In such a form of conclusion of a contract, the instruction of a citizen for the transfer of a payment from his earnings is submitted by the insurance agent (inspector) to the accounting office of the enterprises, institution, organization or kolkhoz. After transfer of the payment, an insurance certificate is issued and delivered.

In the case of destruction of or damage to structures, insurance compensation in voluntary insurance is paid in the same percent of the insurance sum as insurance compensation of the insurance sum used in insurance compensation of the insured amount in obligatory insurance. If it be assumed that in the cited example, the structures were insured voluntarily as well for the maximal possible insurance amount of 2,600 rubles, a compensation of 1,506 rubles will be paid from the voluntary insurance. In the case where the structures were voluntarily insured below the maximum possible insurance amount, let us say in the amount of 2,100 rubles, then for determination of the compensation it would first be necessary to compute what percent of the insured amount in obligatory insurance the compensation amounts to  $(1,506 \times 100) : 2,600 = 57.9$  percent. Compensation in voluntary insurance in this case will equal  $1,512.9$  rubles  $(2,100 \times 57.9) : 100$ .

The compensation is paid by the inspection of Gosstrakh which produces the insurance. Payments for compulsory and voluntary insurance are made at the same time.

In 1982 insurance organs will have to do much work to provide by 1 December 1982 a valuation of structures belonging to citizens according to the new valuation norms. In the reappraisal of the structures, the insurance appraisal sheets should include all structures possessed by citizens. The sheets have to be signed by the owners. The new appraisal of the structures will have to be made documentarily according to the prescribed procedure.

During the period of structure revaluation and delivery of insurance certificates by personnel of insurance organs, explanatory work will have to be carried out among the population on the advantages of the new conditions of state obligatory insurance.

There is no doubt that the new legislation on state compulsory insurance of the property of the population will become an important stage of its development and serve the purposes of fuller compensation for damage to citizens in the case of destruction of or damage to structures as the result of different kinds of unfortunate and unforeseen events. The adopted legislation is but another confirmation of the concern of the party and the state for the material interests of the Soviet people and for an undeviating rise in their living standard.

COPYRIGHT: "Finansy SSSR", 1982

7697

CSO: 1827/170

## HOUSING AND PERSONAL SERVICES

### HOUSING ADMINISTRATION PROBLEMS DISCUSSED

Moscow PRAVDA in Russian 8 Aug 82 p 3

[Article by S. Legornev, candidate of economic sciences, and M. Rachevskaya: "What About the Sign?--Problems of Housing Administration"]

[Text] Some called the newly created DEZ (direktsiya po ekspluatatsii zdaniy--Directorate for the Operation of Buildings), others the ZhES (zhilishchno-ekspluatatsionnaya sluzhba--Housing Operation Service). And still others.... These others did not attempt to change the sign. It had been a housing administration; its domain had been expanded; so what--let it remain the way it was, it in no way interfered with scientific-technical progress. The search for a new administrative structure for housing is not a caprice, not a tribute to fashion. It is due to the objective state of affairs, to growth of the scale of this service.

At present our city housing fund consists of more than 2.2 billion square meters of floorspace (of which more than 1.7 billion are socialized). This exceeds more than fivefold the prewar level. The residential building itself has changed. It has been extended upward--today a good half of the erected buildings have nine or more stories. During the 10th and 11th Five-Year Plans buildings are being constructed with an average height of 12-16 stories. And their "contents"? A modern building is filled with engineering equipment. Almost half of a building's total maintenance costs are connected with the operation of such equipment. All this results in growth of the number of service personnel.

As you know, apartment rent among us has remained unchanged for better than half a century. The state takes care of a considerable part of housing maintenance and operational expenditures. We add to this outlays for capital repairs, which last year exceeded 2.5 billion rubles. Routine repairs of buildings cost almost as much. Added to this, expenditures for renovation of housing reach one third of the funds invested in new construction.

Thus it is perfectly clear that housing is entering a new stage of development which is qualitatively different from the preceding one. It requires other, new forms of operation in order at the very least not to lower



the attained level of service to the population and to provide maximum reduction of operational expenditures.

There can be no return to miniaturization. And to long for the building manager, who knew his tenants by face would hardly be useful. Today a building management with less than 10,000 square meters of housing is considered small. But there are still many of them. They include, for example, almost half of the departmental housing. They also make a solid "contribution" to losses from its operation.

This means that there is only one way--expansion, specialization of housing, its transfer to industrial operation. In recent years, an intensive search has been going on for organizational forms of operation of this sector. In Leningrad, trusts have been created. In Moscow, Novosibirsk, Sverdlovsk, Karelia--associations. In Vilnius and Kaunas--production administrations.

How has the population reacted to this? If an apartment renter is asked if things have been better for him since the reorganization, the reply is frequently heard: "They have gotten worse."

Why does this happen? It is like this: on paper everything looks fine, but in practice, it is frequently a pothole. On creating specialized units, they staff them from housing administrations and housing operation offices. Who, for example, are now in charge of ZhEU (housing operation sectors) in Leninskiy Rayon in the city of Gor'kiy? House porters, charwomen, elevator operators and workers servicing rubbish chutes. If a water faucet is malfunctioning in an apartment, the ZhEU asks for help from "above": fitters of sanitary equipment now constitute the "nomenklatura" of the enlarged services. And they have their own plan in which the breakdown of a faucet is not included. As a result that person suffers for whose benefit the reorganization was carried out--the tenant. Eighty percent of accidents are connected with faulty operation of equipment in apartments.

On the other hand, growth of "unit capacity" of the expanded operational organizations results in a larger radius of their functioning and related to it deterioration of the worktime structure of service personnel. In Lithuania, for example, daily movements of just one fitter on the territory of a micro-rayon take up an hour, sometimes even more.

It goes without saying that even the most perfect structure requires concretization, tying in "to the locality." But in the introduction of any innovation, there must not be any hurry or sundering of existing ties without replacing them with other reliable ones.

This was understood by the heads of Vladimir housing organs, which are making fairly good use of the advantages of the adopted structure of administration. They have been most careful in shifting around of cadres. Sanitary-equipment technicians and electricians were left in building administrations. When rayon housing organizations require people for emergency work, they are brought in from lower echelons. At the same time, one, or a maximum of two, workers are involved, and that for a limited period.

The conclusion is clear: housing services require a strong local nucleus capable of looking after the needs of the apartment renter without having to wait for it to be called. And no matter what forms of administration are chosen, their principal objective is the prevention of possible breakdowns in the building.

In this matter, the personnel of a housing service have reliable helpers who so far have been manifestly underestimated. We refer to voluntary repair groups. They have long proved their competence, their ability to successfully solve everyday problems. The desire of a repair-group member unselfishly to help people in his free time is of considerable educational significance. Repair-group workers provide a good example of a solicitous, proprietary attitude toward housing. And it is very important to find forms for their moral and material encouragement.

Improvement of building maintenance is impossible without a flexible system of organization of repair work. In those instances where one is handling a request of an apartment tenant, the operational service should be at hand and work like emergency first aid. When it is a question of providing faultless "work" in the building as a whole--its routine repairs, preparation of engineering equipment for winter and the like, then specialized and centralized services should come into the picture.

Growth of the housing fund, its comfortableness and engineering equipment create prerequisites for the establishment of a single housing complex. It includes construction and repair-operational units and will become a total internally balanced system. As a result, it would not be difficult to find persons guilty of poor maintenance of housing and frequent breakdowns of engineering equipment. At the same time, the question of the quality and reliability of a residential building could be put on a broader basis. The way it is operated is determined to a significant degree by the quality of the plan and its execution--erection of the building. This means that in the first two stages there must be eliminated all the reasons that would reduce the durability of housing and interfere with improvement of its comfort.

Favorable prerequisites have been created for such an arrangement. Ispolkoms of city soviets are assuming more frequently the role of a single client for the construction by means of the contract method of residential buildings, facilities for cultural and consumer designation and for municipal services. Large repair-construction and single housing-operation organizations are being created. With the inclusion in plans of economic and social-development targets for capital repair of housing, conditions developed for the compilation of long-term programs of renewal of residential buildings regardless of their departmental affiliation.

Architects today can already see what new dwellings will look like in 20, 30 years. They, of course, absorb the technical and social achievements and will possess the most diverse forms and variants. The same thing will probably occur to the housing administration system. But like buildings without supporting structures, the organization of this administration requires a rigid core with a scientific basis and foundation.

As for the new names of local and rayon units of the housing services (in addition to those named in the article, there are many others), their "multiplication" is a disease of growth. With time, when the fundamental principles of the new housing administration structure are firmly established, a terminology will have come into existence that would be acceptable to specialists and the population.

7697

CSO: 1827/170

## HOUSING AND PERSONAL SERVICES

### SHORTAGE OF CAFETERIAS IN VOLOGDA

Moscow SOVETSKAYA TORGOVLYA in Russian 15 Jul 82 p 2

[Article by S. Ryabinin, harvest correspondent, under the rubric "The Satirical Pen": "Where to Eat in Vologda?"]

[Text] It seemed that I was at a lecture, that the man sitting across the table from me was dictating in an unhesitating voice that would permit no interruptions.

"The title of this article is "Where to Eat in Vologda?" At the beginning of this article I'll say that the number of state polytechnical schools and general education schools that have cafeterias has reached 100 percent in recent years, the same figure for factories and VUZ's. But the number of public eating establishments is only 27 percent of the norm. On a given day not even 1000 people can crowd into one restaurant specializing in pirozhoks, two specializing in blins and one dietetic cafeteria, all of which are located in dilapidated, half-crumbling, dark locations. During the 10th Five-Year Plan, out of a five percent deduction from housing construction funds in Vologda, only 19 percent of the funds available for trade and public catering were used for the development of a public cafeteria system. Recently the oblispolkom listened to directors from the Vologda gorispolkom and committed them to correct the situation. Let's see what will be done."

Finishing that sentence I raised my head: the low-ceilinged office of the Vologda oblispolkom didn't remind me of a lecture hall; the person who occupied the office, trying to ease my task of finding a title, didn't act like most journalism professors. The author of this unusual recital almost repeated the very same speech that he gave at a session of the oblispolkom, as I had already seen this in an article. However, one item was clearly missing in the dictation: just where was the oblast administration of public catering during the course of the five-year plan and the year or so that had since passed, how could they allow such a situation, and why did they so stubbornly maintain their role as an observer and registrar? This was not done out of forgetfulness. It remains only to name him and it will become clear that the director of the oblast administration of public catering, A. Kopyev, was, to put it kindly, not very critical of himself and his colleagues.

But he understood the circumstances and at our parting told me:

"Drop by again at the gorispolkom and find out what they propose doing. I'm sure you'll find those workers in dismay."

And he was right. During the new five-year plan only stores were to be built in Vologda. This does lessen somewhat the cause for alarm; for example, the number of grocery stores will be 118 percent of the norm.

"There is an imbalance," admitted the head of the gorispolkom's trade section, V. Myagkov. "We still have no idea what amount of the deduction from housing construction funds will be allocated this year, although so much time has already passed by."

Last year, out of R20,000 for use on establishments of public nourishment in Vologda, not one kopeck was spent--this item from an informational booklet of the oblast administration. And there will be no new public cafes or buffets this year; in fact, the reverse may happen. During the five-year plan the city had four fewer cafes and five fewer buffets. The only public dietetic cafeteria has 50 fewer places. In 1976 there were four places offering home-cooked meals; now there are only two. Several others are on the point of being closed.

"Something unusual may happen to cafeteria no 1 at any time," reports V. Red'kin, manager of the Vologda trust of cafeterias, restaurants and cafes. "Recently the wall started coming off from the building. In May the health department will close the building in which cafeteria no 2 is located; but they will postpone the date because there is nowhere else to eat in the neighborhood. Health inspectors have been trying for five years to close the pirozhok eatery because there is no proper ventilation. The design and accounting firm "Oblkommunproekt" just finished plans for a major reconstruction of this eatery."

The designers from Kommunproekt must have set all sorts of records: for 10 years they stretched out work on the blueprints. Carelessness and a lack of commitment on the part of the trust, the administration of public catering and the oblispolkom, a lack of concern in this important sector on the part of the ispolkom of the city's soviet of people's ministers--that is the only way such a situation came to exist.

It was very difficult to get a meal in the downtown area in December of 1980, just as A. Kopyev admitted; here cafeteria no 24 was closed because its ceiling collapsed. The cost of repairs and equipment was estimated at R43,000. The big guessing game now is how many years it will take for the workers of "Oblremstroy" to have this facility ready. Last year R6,800 were spent, while the maximum amount to be spent this year is only R12,000.

With much fear and trembling, the cafeteria, restaurant and cafe trust contracted with this very firm "Oblremstroy" to build the Mishkol'ts restaurant, a project which dates from 1976 and which had a cost estimate of R190,000. In 12 months R9,500 were spent. Rumors in Vologda have it that this will provide them with enough work for three five-year plans.

Employees of the administration of public nourishment, preparing for a session of the oblispolkom, overdid themselves in cranking out reams of paper, having collected and filled out an entire notebook of denunciatory documents. The facts and figures reinforced one another, creating a gloomy picture of a public sector in Vologda that has been forgotten and neglected.

If organizational work was carried out with such zeal, if initiative was shown, and, most important, if a ratio was fixed and adhered to between the construction of stores and eating places, then I wouldn't have to write about the meals I never had in this oblast center. But if conversations with A. Kop'yev are any indication, then the administration will continue to temporize instead of working with other organizations to tackle this long-standing problem.

9964

CS0: 1827/152

END